



Terms and Conditions

A 15 year warranty is offered to customers who purchase any of our iQ® quartz composite work surfaces. The warranty commits International Stones (UK) Ltd to supply the replacement material only, or repair any defective product for a period of 15 years under the terms and conditions herein, with the same characteristics, (colour, thickness, etc) at the same price point, as those of the product purchased by the customer. The warranty is only applicable to manufacturing defects affecting iQ® materials that have been installed internally in a private residence and maintained in accordance with the Recommended Maintenance System.

The warranty must be registered with International Stones (UK) Ltd within 60 days of the purchase date. Please retain your proof of purchase. The customer must submit the original invoice or sales receipt, stating the purchase date and name of the work surface supplier. The warranty is not transferable or assignable and is given only to the first user of the material following its sale from International Stones (UK) Ltd to the fabricator.



Recommended Maintenance System (for Natural Stone and Composite Quartz)

- Clean up any spills immediately.
- Regularly clean the surface using Rejuvenata™ Spray or simply wipe with water and a cloth. After applying Rejuvenata™ or water, lightly polish with a soft, absorbent lint-free cloth or paper towel to remove the excess.
- For cleaning of a particular area or spot cleaning use Oxy-Klenza™ or Rejuvenata™ Active, diluted acid free bleach (e.g. 5% sodium hypochlorite in water), or similar. Always test the cleaning chemical on a small inconspicuous area of the surface before using it to clean the rest of the surface, as it may lighten or darken some surfaces. For any queries regarding treated surfaces please contact us.
- Claims against Dry-Treat will be considered only if it is determined that the treated areas have not remained water and stain resistant as described. All warranty claims require documentation of a reasonable cleaning/maintenance schedule. In the event of a proven claim, Dry-Treat undertakes to supply sufficient product free of charge to ensure the continued effectiveness of the treatment.

Warranty Cover Exemptions:

1. General wear and tear or damage caused by improper use or failure to care for the material in accordance with the Recommended Maintenance System and Care & Maintenance guidance. This includes exposure to:
 - Excessive heat.
 - Excessive ultraviolet light.
 - Excessive force.
 - Abrasive or corrosive substances.
2. Edge or surface damage such as chips, scratches or cracks due to wear and tear or negligence, unless caused by a defect in the product. A chip or a scratch is not a defect if it is caused by external force, unless International Stones (UK) Ltd considers the force to be negligible. A crack is not a defect if it (amongst other things):
 - Is caused by excessive weight being applied to the surface such as someone standing, sitting or leaning on the material. For example leaning on a hob or sink cut out to clean a window behind the cut out.
 - Is caused by thermal shock such as placing a hot saucepan, iron or any other hot object on the material.
 - Is caused by the supports used under the material moving or shifting.
 - Emanates from a cut out section of the material, such as a cut out area for a sink or hotplate. Cracks of this type are caused by the cut out, they are not a defect in the material.
3. Known or visible manufacturing defects at the time of installation, including but not limited to, difference in colour or tone.
4. The installation of the material or any accessories used with the material. This includes:
 - The bending or curving of the material as part of the installation.
 - The milling of the product, including grooves or drainage channels.
 - The use of adhesives, caulking materials, or mechanical fasteners upon the material.
 - The performance or appearance of a joint.
 - Laminations applied to the material.
 - Improper installation by a person who is not professionally qualified to install the material, or who is not licensed to perform the installation work under the law applicable to the place of the installation.
5. Use for anything other than an internal work surface in a private residence. This includes:
 - Use as flooring or walls.
 - Commercial use.
 - Outdoor installations including exposure to the elements and excessive exposure to ultraviolet radiation, physical or chemical misuse.
 - Use in or around swimming pools, spas, or any other place with exposure to chlorinated water.
 - Used adjacent to any type of fireplace.
6. The warranty does not apply to any materials that have not been paid for in their entirety.

Please Note:

This is the only warranty provided by International Stones (UK) Ltd for its quartz material. Only International Stones (UK) Ltd is authorised to make any warranty commitment in relation to iQ® quartz material. Assistance will only be given when contact is made within the warranty period. The customer must provide an appropriate and adequate time for International Stones (UK) Ltd personnel to access the home for inspection purposes and permit them to take photographic evidence.

The warranty only applies to iQ® quartz composite materials sold in slab format. Because slabs are manufactured from natural materials, each slab is unique and will therefore contain variations in colour and the distribution and appearance of quartz. These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending upon lighting conditions, placement and viewing angle. The slabs are manufactured to a thickness tolerance of +/- 1.5mm, with bowing of not more than 2mm over the length or width of the product when properly installed and supported.

The warranty is limited to the repair, replacement or refunding of the material. International Stones (UK) Ltd reserves the right to replace defective material with other similar materials in the event that the product protected under this warranty has been discontinued. If the material is replaced, the warranty does not cover costs incurred and relating to installation, milling, joining, fitting, bending or laminating the material. The warranty does not cover any other losses arising out of a defect in the material. International Stones (UK) Ltd shall not be liable for the transportation cost of replacement material to the customer's home.

International Stones (UK) Ltd shall not be liable for personal injury or harm caused in whole or in part by fortuitous events, architectural or engineering designs, and structural movements, acts of vandalism, accidents or force majeure.

How to Register Your Warranty

The warranty must be registered with International Stones (UK) Ltd within 60 days of the purchase date.

Please contact us for a registration form. You must also submit the original invoice or sales receipt, stating the purchase date and the name of your work surface supplier.

If you need to make a claim please contact us to discuss the best course of action. If a claim is made under warranty you must notify us by email or letter, including a copy of the warranty and the sales invoice.

istones.co.uk

0114 285 5717

sales@istones.co.uk

Unit 3 Beeley Wood Industrial Estate, 2 Beeley Wood Lane, Sheffield, S6 1QT, England

Company Registration No. 7010028