



Landscape &
Surface Materials

GUARANTEE FOR NATURAL STONE SLABS UNISTONE® – UNISTONE UNIQ® – BQS® – UNICERAMICA®

Subject to normal use and maintenance, Brachot-Hermant NV grants the legal owner a warranty against defects/faults found in the products supplied by it for a period of 25 years, under the terms and conditions set out below.

“Product” refers in all cases to the slab supplied by Brachot-Hermant. This is a semi-finished product and does not refer to the finished end product.

A. CONDITIONS

1. In accordance with the general terms and conditions of Brachot-Hermant NV, the customer, i.e. a specialist processor and/or fitter, must thoroughly inspect the slab delivered prior to processing or fitting. This inspection is to be carried out in daylight or artificial light with direct light, not under back lighting or skimming lighting conditions. The slab is to be inspected at a distance of 0.5–1 m with the naked eye, not with a magnifying glass.

Any abnormalities must be reported immediately. The end customer is also expected to inspect the finished product thoroughly when fitting it and report any faults or defects to its supplier immediately.

2. In the case of a complaint by a customer of Brachot-Hermant NV, the customer should submit a report by presenting a complete file containing, among other things, a copy of the purchase invoice, proof of payment, proof that the invoiced slab corresponds to the slab in relation to which the guarantee is invoked, evidence of the defect and a list of the processing and treatments that the slab has undergone since being delivered by Brachot-Hermant NV.

3. The warranty applies only to the material as supplied by Brachot-Hermant NV. At most, Brachot-Hermant NV may be required to replace the slab supplied by it. The costs incurred for preparation and breaking, repair or reproducing specific measurements or cut lengths are not covered by this warranty. Nor are additional costs such as retiling, plumbing, installation of built-in appliances or electrical works covered by this warranty. Consequential damage is not covered.

4. Brachot-Hermant NV can accept only the return of slabs that have not been processed and are still in the same condition as when they were delivered, free of contamination, dirt/soiling and discolourations from being kept outside, and free of damage or deformation due to transport or poor storage, etc.

5. Replacement material shall be delivered to the location where Brachot-Hermant NV supplied the original slab.

6. This warranty covers solely the replacement of the slab by another slab displaying characteristics (colour, thickness, etc.) similar to those of the material originally purchased by the customer, except when this is impossible because it is no longer produced or is no longer available. In that case, it will be exchanged for a slab that is most similar to the slab to be replaced.

B. NOT COVERED BY THE WARRANTY:

1. Any damage caused directly or indirectly by an action, operation, activity or intervention on the part of a third party, such as damage caused by incorrect finishing or improper manufacture of an end product, damage due to inappropriate fitting or installation methods or other changes or treatments such as thermal shocks or incorrect chemical treatments (see technical sheets for the products), such as the application of acids.

Damage due to incorrect use, such as direct contact with flames or hot cooking pots, contact with bleaching agents, contact with chemical products with a pH value higher than 11, extreme forces exerted on a worktop, scratches on limestone caused by use, etc. are not covered by this warranty.

2. Damage resulting from improper use, including but not limited to, use of the product for purposes for which it is not intended, use of the product in a manner that does not meet the highest professional standards (e.g. insufficient cooling of sawing tools, insufficient support for the slabs, insufficient expansion gaps, etc.).
3. Products that have not been paid for in full.
4. Damage resulting from the exposure of Unistone® to external weather conditions.
5. Damage resulting from natural disasters, damage caused by a chemical or other reaction with or effects of other products or any other causes outside the control of Brachot-Hermant NV.
6. Differences between Brachot-Hermant NV samples and photos and the products actually purchased. The same also applies to any colour and other differences (veins, folding creases, mineral concentrations, etc.) resulting from the raw materials used. Reference is made to the technical sheets for the products.
7. This warranty no longer applies if any repair and/or treatment work is carried out without the prior written consent of Brachot-Hermant NV.
8. Tiles that exhibit wear and/or streaks during normal use are not covered by the warranty.

Version 16/04/2025. These warranty provisions only have effect for the future and are only valid for those customers selected by Brachot-Hermant NV.