

# ICeramic Warranty and Terms and conditions

Thank you for purchasing ICeramic. As you will already know ICeramic does not need sealing or polishing. We offer a 10-year warranty on our product.

At Mayflower Stone we warrant that our slabs are used only as recommended in accordance with our care and maintenance guidelines.

## Heat Resistance

Due to the hard-wearing qualities of ICeramic it is very hard wearing and can withstand hot pans from the oven and fire wont damage the surface

## General Maintenance

ICeramic is extremely durable however if exposed to strong chemicals and solvents which can affect its physical properties there is a risk of permanent irreversible damage. Should your material become accidentally exposed to anything of the above nature then you should rinse immediately with warm water to neutralise the effect, this is however no guarantee that it will remain undamaged.

## Stains and Spills

ICeramic is a non-porous material therefore it is highly durable and resistant to staining, however this does not mean it's completely indestructible. Should under any circumstance you spill anything on your surface we recommend cleaning immediately. The recommended way to clean is using a non-scratch pad and warm water. Should you find an extra-stubborn stain it is recommended to use Keepers Friend Spray with nonabrasive cloth, so not to affect the surface integrity.

## Hot, Heavy & Sharp Objects

Whilst your work surface will withstand high degrees of heat, we recommend the use of a trivet where possible. Never cut directly onto a work surface and avoid dropping, knocking or rubbing objects on the edges of ICeramic.

This warranty will not cover any damage by fabrication, installation or misuse of the material so please read this documentation carefully. The warranty will be active for 10 years, from the date of installation.

Mayflower Stone Ltd warrants that any ICeramic branded slabs will remain defect free from the manufacture of the slab for a period of 10 years for the United Kingdom market from the date of purchase. Any defects in the manufacture of the original slabs are covered by us. Any damage to the product by fabrication or the installation are not covered under this warranty. This warranty is only valid for material from the ICeramic range.

ICeramic slabs are manufactured from natural minerals and therefore reflect the characteristics of the natural minerals used in production. This may cause some variation in colour and partial shade and texture variations in the finished products. Each slab will have unique and minor imperfections, slight colour and texture variation may be considered normal. There are even colour and texture variations between the samples and full slabs. Therefore, final colour

selection must be made from the full slab of ICeramic you intend on using, on templating you will be given the opportunity to visit and inspect the slabs before cutting.

## **This warranty**

- Only applies to ICeramic slabs which are purchased from Mayflower Stone Ltd
- Only applies to slabs viewed and verified directly by the end user prior to fabrication.
- Warranty Is not transferable • Is only active when the slab has been fully paid for, and proof of purchase is required to claim.
- When used as specifically intended and not moved from its original resting place.
- Applicable to slabs that have been cared and maintained according to our Care and Maintenance section of this guide.

The Limited warranty is exclusive and in lieu of any other warranty expressed or implied including any implied warranty of merchantability, fitness for purpose or other warranty of quality, whether express or implied and all other liabilities or obligation on the part of Mayflower Stone Ltd will not be liable for direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever, regardless of the cause of such damage.

## Section 2: Exclusions

This 10-year limited warranty does not cover any:

- Flooring applications.
- Damages occurred by dropping heavy objects on the product
- Improper use or abuse
- Damage for misuse and/or mishandling of the product.
- Damage from ultraviolet light or exposure to weather conditions.
- Physical or chemical abuse.
- Damage from improper care and maintenance
- Scratches.
- Chips (damage caused by rubbing or knocking objects on the edges of the product).
- Cracks and excessive impact damages (cracks in the countertops are not a material fault and is the result of externally induced mechanical stress on the material after installation. The most common causes are settlement or movement, excessive weight being applied on the product, such as standing or sitting on them, especially on overhanging edges. Thermal shock may also cause cracking to occur).
- What is referred to as spots or blemishes (a certain level of spots or blemishes are inherent to the manufacturing process and do not affect the structural integrity of the product).
- Any damage occurred to the product during installation
- Any irregularity in the material it is the purchaser's responsibility to check the slabs prior to cutting and confirm they are acceptable
- Any defects that are visible at the time of installing and not avoided during installation.
- Variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in the background tone within or on the surface of the slab.
- Appearance and/or performance of the joints.
- Damage or injury caused completely or partially by the first mature conditions, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents.
- Transportation, tear out, disposal or re-installation, fabrication cost or other additional costs beyond the cost of the slabs.

- Any additional information supplemental repairs and/or modifications (the subsequent fabrication, application and workmanship is not covered under this warranty such as any plumbing, electrical, tile or wall surface modification that may be necessary to replace the product etc. Such responsibility is that of the purchaser.