

Limited 15 year Warranty_

This warranty is given by Multistone Limited
of 64F Hunua Road
Papakura, Auckland 2110.
Phone no: 0800 255 556
Email address: info@multistone.co.nz

This warranty applies to Smartstone and Zealstone Quartz surfaces (“Products”).

Our Promise

We promise to you that Smartstone and Zealstone Quartz are of the utmost durability and practicality. In the unlikely event of a defect arising from the manufacture of the Products, in addition to your rights under New Zealand Consumer Law, Multistone will do its utmost to provide a fair and reasonable outcome to all customers covered by the Multistone Warranty.

Product Appearance, Care and Specifications

The Products are manufactured from natural materials. Each slab is unique and will contain variations in shading, reflectivity, 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 Products 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 cleaning and care requirements of each Product will vary depending upon its type, colour and finish. Multistone’s care and maintenance guide is accessible on Multistone’s website – www.multistone.co.nz

Surfaces in the Smartstone Naturale Collection have a lower polish level which will require more daily maintenance than a polished surface. They are marginally more prone to marking from fingerprints, smudges and normal, everyday spills than other Smartstone surfaces, all of which are easily removed by following our Care & Maintenance instructions. For fabrication recommendation, please refer to the Smartstone Fabrication Guide.

Multistone Warranty

1. In addition to your rights under New Zealand Consumer Law, Multistone offers an additional warranty (“Multistone Warranty”).
 2. Multistone warrants that if the Product, is defective as a result of the manufacture of the Product and:
 - a. The Product was purchased from Multistone or one of its authorised resellers; and
 - b. You have paid for the Product in full; and
 - c. The Product has remained installed at the same location at which it was first installed; and
 - d. The Product has been installed, maintained, used and protected in the manner recommended by Multistone at the time of purchase of the Product; then Multistone will, at its sole discretion either:
 - e. Repair the Product;
 - f. Replace the Product with a new Product from the same range as that being replaced, or if that range is no longer available then a reasonably similar range; or
 - g. Refund you the price you paid for the Product.
 3. The Multistone Warranty is provided for a period of:
 - a. 15 years, in the case of Smartstone and Zealstone Quartz surfaces, from the date of original purchase of the Product from Multistone or from its authorised reseller (as the case may be).
 4. The Multistone Warranty is not transferable or assignable and is given only to the first user of the Product following its sale by Multistone or its authorised reseller.

What the Multistone Warranty does not cover

5. The Multistone Warranty does not cover defects, or any damage, arising out of anything done to the Product after its manufacture, including:
 - a. The installation of the Product or any accessories upon the Product;
 - b. The bending or curving of the Product as part of its installation;
 - c. Laminations applied to the Product;
 - d. The milling of the Product, including the milling of grooves or drainage channels;
 - e. The use of adhesives (including ridged adhesives), caulking materials, or mechanical fasteners upon the Product;
 - f. The performance or appearance of a joint;
 - g. Wear and tear on the Product, the exposure of the Product to heat, improper use or abuse, excessive force or abrasive or corrosive substances; and
 - h. Smudges, fingerprints and other superficial marks in relation to the Smartstone Naturale Collection are not deemed defects under the Multistone warranty.
 - i. Failing to care for the Product in accordance with Multistone’s guide for the care and maintenance of the Product as at the time of purchase of the Product.

6. The Multistone Warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Product.
 - a. A crack is not a defect if it (amongst other things):
 - i. is caused by excessive weight being applied to the surface (such as someone standing or sitting on the Product);
 - ii. is caused by thermal shock such as placing a hot saucepan, iron or other hot object, directly on the Product;
 - iii. is caused by inadequate support being used under the Product;
 - iv. is caused by the supports used under the Product moving or shifting;
 - v. emanates from a cut-out section of the Product (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 Product).
 - b. A chip or a scratch is not a defect if it is caused by external force, unless Multistone considers the force to be negligible.
7. The Multistone Warranty is limited to the repair, replacement or refunding of the Product. If the Product is replaced, the Multistone Warranty does not cover costs incurred and relating to installation, milling, joining, fitting or bending or laminating the Product. The Multistone Warranty does not cover any other losses arising out of a defect in the Product.

When the Multistone Warranty does not apply

8. The Multistone Warranty does not apply if the Product is:
 - a. Used as flooring;
 - b. Used in any outdoor application where it is exposed to weathering or ultraviolet radiation;
 - c. Used in or around swimming pools, spas, or any other place where it may be exposed to chlorinated water;
 - d. Used adjacent to any type of fireplace;
 - e. Improperly installed;
 - f. Installed by a person who is not professionally qualified to install the Product, or who is not licenced to perform the installation work under the law applicable to the place of the installation.

How to Make a Claim

9. To claim under this warranty you must
 - a. Submit your claim within a reasonable period after the defect would have become apparent to a reasonable person;
 - b. Include with your claim the following details:
 - i. The date on which the product was installed.
 - ii. The name of the person or company that installed the product.
 - iii. The colour and finish of the product.
 - iv. A description of the alleged defect.

- v. Photograph of alleged defect.
11. You bear the expense of claiming under the Multistone Warranty.
12. Within a reasonable period of receiving notice of your claim under the Multistone Warranty, Multistone will contact you to:
 - a. Arrange to inspect the Product;
 - b. Request further information or evidence in respect of the alleged defect in the Product; or
 - c. Accept or reject your claim.
13. If you refuse to allow Multistone to inspect the Product, or unreasonably refuse to provide Multistone with the further information it has requested, the warranty is void.

Statutory Guarantees

14. Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
15. Multistone will not be liable for any loss or damage suffered by any person (including the purchaser of the Products in any way relating to or arising from the Products or its use (including loss or damage arising from the negligence of, or contributed to by Smartstone).
 - a. All warranties, guarantees and conditions (whether express or implied, statutory or otherwise) relating to the Products or supply are expressly excluded; and
 - b. Multistone will not be liable for any loss or damage suffered by any person (including the purchaser of the Products in any way relating to or arising from the Products or its use (including loss or damage arising from the negligence of, or contributed to by Multistone).
16. If liability for breach by Multistone of a warranty, guarantee or condition or any other liability imposed on Multistone by legislation which cannot be excluded may be limited, Multistone's liability is limited to the extent permitted by law, and if liability may be limited in any one of a number of ways, Multistone's liability is limited in any one of the permitted ways chosen by Multistone in its absolute discretion.