



GEN SURFACE
WARRANTY

LAVISTONE : GEN SURFACE

10-YEAR PRODUCT WARRANTY (“WARRANTY”)

Warranty Terms

1. Lavistone provides the following Warranty to you, subject to these Warranty Terms as set out in this document.
2. Subject to the exclusions in clause 6 below, Lavistone warrants that the Product [“Gen Surface”] will remain free from manufacturing defects for a period of up to 10 years from the date the product is installed until the Product is removed, altered or replaced.
3. This Warranty covers defect in the Product associated with the manufacturing of the Product only and does not cover any services provided for or to the product, including fabrication, installation, and any associated workmanship.
4. This Warranty is available only to the original purchaser of the Product and is not transferable to subsequent property owners or purchasers.
5. This Warranty covers products intended for the uses defined within the scope and maintained according to instructions as set out in the “Gen Surface: Care and Maintenance” and “Gen Surface: Design Manual”.

6. Warranty exclusions

The Warranty does not cover any defect in, or damage to the Product, that is attributable to, or is a result of:

- i. a defect arising from the fabrication, installation or any other work done to the Product or the transport of the Product prior to its installation;
- ii. the Product being used as anything other than a benchtop or splashback surface including as flooring, in any outdoor application [including swimming pools] or any other application involving exposure of the Product to ultraviolet radiation, chemicals, flames or excessive heat;
- iii. the Product not being cleaned in accordance with the Lavistone Care and Maintenance Guide;
- iv. mishandling or misuse of the Product;
- v. hot items being placed directly on the Product [including, but not limited to, hot pans, electric frying pans or oven trays];
- vi. the use of other products and substances that contain trichloroethane or methylene chloride [such as paint removers or strippers] or cleaning agents that have high alkaline/pH levels; and
- vii. any surface variations in pattern, colour or shade within or on the surface of the slabs. Each Lavistone Gen Surface slab is unique and variations do occur between batches.
- viii. The Warranty does not apply to any surface variations in colour, background tone, mineral distribution and reflectivity of the Product. Each Lavistone Gen Surface slab is unique and variations do occur between batches; these are inherent in the manufacturing process and are a natural characteristic of the Product;
- ix. The Warranty does not apply to any chips, cracks and scratches unless they were caused by manufacture defects.
 - a. A crack is the result of externally induced mechanical stress on the material after installation. Causes include movements, excessive weight being placed on the tops, such as standing or sitting on them. Heat, as noted in paragraph 6[v], may also result in cracking. Any cracks emanating from a sink cut-out, cook top cutout or “L” shaped cut-out are also not covered under this warranty, as they are not caused by any fault in the material.
 - b. Chips, divots, holes, scrapes, dents or marks in the Product caused by knocking objects against the surface or edges of the surface or other excessive impact damage are not a material fault, as they normally are the direct result of an impact to the surface, and as such it is not covered by this Warranty.
- x. the Product is highly scratch resistant however it is not scratch proof. This Warranty does not apply to scratches that appear on the Product where proper care has not been exercised;
- xi. The Warranty does not cover the Product if any part of it has been moved from its original place of installation;
- xii. The Warranty does not apply when the Product is used in installations such as fireplaces as they vary in design, construction and in the amount of heat output; and
- xiii. The Warranty does not cover marks or water streaks, as these are inherent features of a waterproof surface. Finishes other than polished, such as matte and textured, are more prone to everyday marks and require more frequent cleaning. For instance, oil prints on a matte surface may become noticeable at certain reflective angles, appearing as glossy “patches.” These can be effectively cleaned using degreasing agents such as soapy water.
- xiv. Product[s] featuring Ultra Print technology in relation to:
 - a. Any discolouration or colour variation that occurs gradually over time due to exposure to ultraviolet [UV] light, heat, harsh cleaning agents, or other environmental factors. These changes are considered part of the natural ageing process and are not considered defects.
 - b. Any damage resulting from surface polishing, sanding, or abrasive cleaning, which is strictly prohibited due to the nature of the Ultra Print ink layer.
 - c. Any wear or deterioration of the printed surface that arises from failure to follow Lavistone's Care and Maintenance Guidelines, including the use of non-pH-neutral or abrasive cleaning products.

7. Acceptable variations

- i. Gen Surface are made from natural materials, every sheet is distinct, and variations in print colour, background tone, and reflectivity are expected and considered inherent characteristics of the Product.
- ii. Samples and photographs serve as indicators only and may differ from the Product. Please note that naturally occurring variations in the Product's appearance due to artificial or natural lighting are not covered by this Warranty.
- iii. Irregularities that contrast with the background colour $\pm$ up to 3 mm.

All book match or vein match colours which do not match precisely between slabs. A variance of ± 15 mm for each vein can be expected and is an acceptable characteristic of the Product.

8. Cleaning Requirements

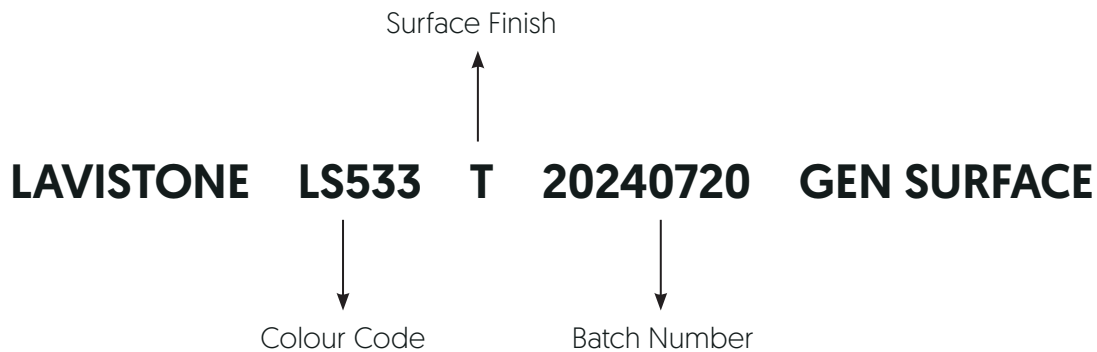
For detailed care instructions, please visit Lavistone Gen Surface Care & Maintenance page at <https://lavistone.com.au/careandmaintenance/>.

Note that finishes other than polished, such as matte and textured, are more prone to everyday marks and spills and require more frequent cleaning. Adhere to the guidelines to maintain the pristine condition of your surfaces.

9. Lavistone Genuine Gen Surface Batch Branding

The back of every genuine Lavistone Gen Surface slab is stamped with a batch code and unique serial number to verify that your Product is authentic. Beware of imitations and ensure that a genuine Lavistone Gen Surface product has been used in your installation.

For reference, below is an example of the Lavistone Gen Surface Authentication.



How to claim your warranty?

To register the warranty, please fill out the Lavistone Gen Surface warranty form at <https://lavistone.com.au/warranty> with proof of the product purchase date. If you do not register this warranty within 60 days of purchase, this warranty is voided.

You must cease using the Product immediately upon any defect to the Product being found or damage occurring and promptly contact us at info@lavistone.com.au to advise of the defect or damage.

Remedies available under this Warranty

Lavistone's liability under this Warranty (or any other non-excludable guarantee, condition, or warranty) is limited. Lavistone reserves the right to choose one or more of the following options:

- i. replacement of the Product; or
- ii. refund for the purchase of the Product.

Lavistone does not manufacture worktops or any other application, but provides the material to manufacture them. Therefore, if any of the conditions stated in the terms and conditions contained herein are met, the material necessary to replace the worktop will be provided, but the costs of preparing and installing the product will not be covered by Lavistone.

In the event that Lavistone replaces a product, the 10-year limited warranty will begin from the date of replacement, at Lavistone's absolute discretion.

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If you require any advice on caring for your Lavistone
Gen Surface, please call us on **(03) 9134 8620**

www.lavistone.com.au