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# Worldwide Stones Limited

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## TERMS AND CONDITIONS

Worldwide Stones Ltd provide the following warranty to the Registered Owner of a Worldwide Quartz surface installed by a Worldwide Stones Ltd approved installer against any inherent material defects for a period of 25 years from the date of purchase / installation subject to the Terms and Conditions set out below.

### YOUR WARRANTY AND HOW TO REGISTER THE WARRANTY

(1) The warranty will only be valid once registered via emailed images of the finished project to [worldwidestones@outlook.com](mailto:worldwidestones@outlook.com). It is a condition of this warranty that all installation details and personal information have been completed and submitted within 30 days of installation.

(2) The warranty will become effective from the later of the date of installation and payment in full of the installer.

(3) The warranty will not be valid if any of the information provided is false or incomplete.

(4) Worldwide Stones Ltd warrants that the product will remain free of any inherent defects that arise from the original manufacturing process of the Quartz slabs for a period of 25 years from the date of installation.

(5) If a manufacturing defect is confirmed within the product, Worldwide Stones Ltd will, at its discretion, either clean or remove any superficial defect or repair any minor defect or replace the material (limited to the material only). Exact colour match for any replacement product cannot be guaranteed.

(6) Worldwide Stones Ltd liability under this warranty is limited to the material costs only and does not cover any additional costs such as fabrication, installation, transportation or any other associated costs or relating to other materials used in conjunction with the work surface (such as interior décor, wall coverings and tiling, cabinets, appliances, flooring, lighting, electrical, gas or plumbing works).

(7) The warranty cannot be transferred and is limited to the original purchaser in respect of the product as initially installed at the registered address.

(8) Worldwide Stones Ltd will not be responsible for any direct or indirect or consequential losses or contractual or compensatory claims, whether for loss of profit or otherwise. This warranty sets out the full extent of Worldwide Stone Ltd's liability and any implied rights and obligations are excluded to the full extent permitted by law.

(9) Any warranty issues/claims relating to the material must be notified by the owner of the material to the person that supplied the material (Supplier, Installer, Fabricator etc) or to Worldwide Stones Ltd by emailing [worldwidestones@outlook.com](mailto:worldwidestones@outlook.com) within 30 days of the defect occurring. Worldwide Stones Ltd will not accept any claims without proof of purchase and payment.

#### THE WARRANTY DOES NOT COVER

(10) The warranty does not cover the fabrication (cutting, shaping, finishing) and installation of the material and any defects that may arise within the fabrication and installation process or from inadequate support or fixing of the material.

(11) The warranty does not cover any damage to the material from any work carried out by a person other than the original installer.

(12) The warranty does not cover any damage from markings resulting from impact from sharp or heavy objects resulting in chipping, scratching or cracking. In particular the material edges and corners can be subject to chipping if they come in contact with sharp, heavy or hard objects.

(13) The warranty does not cover any defect which was visible at the time of installation.

(14) The warranty does not cover any material damage to the surfaces when staining or discolouring has occurred as a result of improper use of chemicals or inappropriate cleaning materials.

Worldwide Stones Ltd care and maintenance guidelines are available on request by emailing [worldwidestones@outlook.com](mailto:worldwidestones@outlook.com). If any specific information or cleaning advice is needed please contact Worldwide Stones Ltd for further instruction.

(15) The warranty does not cover deformation of the material where strong thermal variance has occurred (whether from excess heat or extreme cold).

(16) The warranty does not cover any material that has been installed externally or has been exposed to or in the direct line of strong or persistent UV lighting.

(17) The warranty does not cover any material installed in commercial premises or where the owner has not been in residence at all material times.

(18) The warranty does not extend to any loss or damage resulting from events, circumstances or causes beyond Worldwide Stone Ltd's reasonable control.

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Please fill in the following and return by email to [worldwidestones@outlook.com](mailto:worldwidestones@outlook.com) along with 3 or 4 images of the completed worktop installation (1 must be a close up of the material).

Material information (Name):

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Installation Date:

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Fabricators Name:

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Your Name and Address:

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Your Mobile Number and Email:

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