



Pacific Stone Limited

Ph: 07 578 5024

www.pacificstone.co.nz

Warranty Information

How are you covered?

Thank you for choosing to add an air of prestige and luxury to your home by purchasing your stone from Pacific Stone.

Ensuring your on-going satisfaction with the product and our service is an absolute priority for us. That's why we offer a free limited workmanship warranty so that if something does go wrong, you are protected and have access to a solution with minimal disruption.

Further down the page are the terms and conditions of the Pacific Stone 3 Year Limited Warranty (the Warranty) with respect to the workmanship carried out by us.

We encourage you to carefully read those terms and conditions, as well as the Care Card in your welcome pack. This will help to make sure your stone stays in optimal condition for many years to come and you remain covered by our warranty.

If you have any questions, need something clarified in the terms and conditions or if you have a problem with your stone bench top, hearth or vanity, please don't hesitate to contact us on either 07 578 5024 or info@pacificstone.co.nz.

Warranty Information

Read these terms and conditions for your Limited New Zealand Workmanship Warranty carefully.

Nothing in this Limited Warranty affects any rights you have (if any) under the Consumer Guarantees Act 1993.

Pacific Stone gives the following Limited Warranty to you in respect of the stone bench top, hearth or vanity, subject to the terms and conditions set out below. Pacific Stone Limited warrants that the bench top, hearth or vanity supplied will have a limited workmanship warranty for a period of 3 years computed from the date of installation of the stone.

What is not included in the Warranty:

- A. The stone must not be used for flooring or in any outdoor application, swimming pool, or in any application involving exposure to chemicals, flames or excessive heat.
- B. The Warranty will not apply to damage to the stone caused by placing hot pots, pans, electric frying pans or oven trays directly from the hot plate or oven onto the bench top.
- C. The Warranty will not apply to damage to the stone caused by trichlorethane methylene chloride, paint remover or stripper, cleaning agents having high alkaline ph levels, solvents, or concentrated acids including citrus based cleaners and bleaches.
- D. The Warranty will not apply to damage to the stone caused by failure to clean the bench top in accordance with the Care Card included in your welcome pack.
- E. The Warranty will not apply to the stone, including any joins, if failure or damage has occurred to the stone as a result of failure of the cabinets to support the stone.
- F. The Warranty will not apply to the stone if damage or failure has occurred as a result of heavy objects being placed on the stone. This includes sitting or standing on the stone.
- G. The Warranty will not apply if damage has occurred as a result of dropping any object on the stone causing damage.

Time for claim under the Warranty:

You must make any claim under this warranty within 28 days after the occurrence of the event which gives rise to the claim pursuant to the warranty, by notice in writing received by Pacific Stone Limited, PO Box 2336, Tauranga.

Statutory rights:

- A. These terms and conditions do not affect your statutory rights if any.
- B. Subject to any rights you may have under the Consumer Guarantees Act 1993, the Supplier excludes liability for all consequential or indirect losses of any kind (including, without limitation, loss of use of the stone) and, to the extent permitted by the law, all terms, conditions, and warranties whether implied or custom, the general law, statute or otherwise (other than expressly provided for in this Warranty).
- C. Subject to any rights you may have under the Consumer Guarantees Act 1993, the liability of the supplier under this Warranty, in contract, tort (including negligence), under statute or regulation or otherwise is limited at the option of the supplier to:
 - 1. Replacing the stone complained of; or
 - 2. Paying the cost of replacing the stone complained of.

The Pacific Stone Team