



## **Modular Granite Ltd T/a South Coast Stone (SCS)**

### **Quartz Stone 10 Years Limited Warranty**

Thanks for choosing and purchasing off SCS. We, SCS, are working closely with suppliers and we are pleased to confirm the following terms and conditions of our Quartz Stone Ten Years Warranty, which is applicable only to our products.

Please take time to read following Part one: Care and Maintenance Guideline and Part two: Terms and Conditions, which are most important parts of this Warranty.

In case you have any questions or in the unlikely event of a problem with your new SCS Quartz Stone, please send your email to [info@southcoaststone.com](mailto:info@southcoaststone.com) or contact our customer service team on phone 01202 677188

## **Part one: Care and Maintenance Guideline**

### **1. Taking Care of Your Quartz Surface**

The SCS Quartz Stone, from the best of Nature - Quartz, is offered with the high technology. It is a 91% - 95% quartz based product that has outstanding properties to ensure ease of maintenance and longevity of your counter tops. Comparing with many kinds of natural stones, the ever-lasting finish requires only simple and routine care to maintain its good looking. It will withstand exposure to tea, soda, wine, vinegar, lemon juice and strongly colored spices.

### **2. Routine care and maintenance**

The SCS Quartz Stone requires no sealing or special cleaning product to renew the luster and it is simple to clean. For routine cleaning, use small quantities of non-bleach, non-abrasive cleaners together with warm water and a damp cloth or sponge. Liquid spills including fruits, vegetables, food colorings and curries, should be wiped up and cleaned with a mild detergent and water immediately after detection.

### **3. Preventing heat damage**

The SCS Quartz Stone is more heat resistant than other natural stone surfaces including most kinds of granite, marble and limestone; and it is not affected by temperatures lower than 110°C. However, like all stone materials, the Quartz Surface stone can be damaged by sudden and rapid temperature changes. Therefore protective trivets and heat pads must always be used underneath cookware such as skillets, saucepans, pots or dishes when removing hot items directly from any heat source like oven, cook top or microwave and placing onto the SCS Quartz surface. We suggest that hot pots, electric frying pans, oven trays and pans never be directly placed on the counter top surface, as prolonged or sudden extreme temperature changes can permanently damage the material which is not covered under this warranty.

### **4. Preventing scratches**

The SCS Quartz Stone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using very sharp objects such as knives or screw drives directly on the surface. The use of cutting boards and taking care not drop or move heavy objects on the surface will help ensure the long lasting beauty of the SCS Quartz stone, which has been designed to withstand normal daily use and whilst it is resistant to scratches, cuts and chipping, cutting directly on the SCS Quartz surface should be avoided.

### **5. Preventing chemicals**

There are some strong chemicals and solvents that can cause damage to the SCS Quartz Stone. Paint remover, paint and stain strippers, nail polish removers, bleach, furniture cleaners, oil soaps, permanent markers or inks, oven cleaners, drain cleaners and chemicals with high alkaline pH levels are examples of products that could damage the surface. If a strong chemical or solvent comes into contact with your SCS Quartz Stone surface, rinse immediately with plenty of water then follow with normal cleaning procedures.

## **6.Removing difficult spills and stains**

If normal cleaning procedures do not work on stubborn or dried spills, use a non-abrasive cleaning pad such as a household sponge, along with a common mild cream cleanser or a glass and surface cleaner. Should chewing gum, nail polish, or similar substances adhere to the surface, they can be removed with a plastic scraper. Gently scrape off the substance and then follow the routine cleaning procedures listed above.

In case the paint spots or stains persist after following the above procedures then, as a last alternative, the spot use of acetone may be successful. Testing on an inconspicuous area first is recommended.

## **Part two: Terms and Conditions**

SCS hereby furnishes a limited warranty ("the Warranty") to any original purchaser of the SCS Quartz Stone Products ("the products") that the products will be free from manufacturing defects for a period of 10 years from the date of purchase.

### **1.For the avoidance of doubt:**

- a. this Warranty is available only to the original owner of a domestic residence ("the residence") in which the Product has been originally installed.
- b. in the case of a newly constructed domestic residence, this Warranty is available to the "first" owner who purchased the residence from a builder or developer with the product permanently installed.
- c. a domestic residence shall relate to any location which is a private residence used for family habitation and for no commercial purpose whatsoever.

### **2.Terms and Conditions**

This warranty shall:

- a. only apply to products which were installed in a residence for private use.
- b. expire upon transfer of ownership of the residence to any third party or after a period of 10 years from date of installation has elapsed, whichever the earlier;
- c. not be valid in instances where the product has not been paid in full;
- d. at all times be subject to the terms and conditions herein contained.

### **3.This Warranty shall apply for interior use and only when the product is:**

- a. properly installed;
- b. maintained in accordance with mentioned Care and Maintenance, which forms part of this warranty;
- c. used solely for the specific purpose of countertop and/of wall cladding;
- d. permanently installed and has not been moved from the original installation.

### **4.Manufacturing defects**

SCS warrant that the Products are free from manufacturing defects. However, this does not apply to color variations, thermal shock, chemical abuse or defects caused by misuse or wrongful installation, negligence, vandalism. SCS reserve the right in its sole discretion to determine whether there are any such defects and whether there have been any misuses or wrongful installation and further claims for visible defects of the Product must be made before any fabrication or installation of the Product.

## **5.Exclusions:**

This Warranty does not cover:

- a. Any defect in, or damage to, the Product arising out of any work done by person/s other than SCS;
- b. SCS accepts no responsibility for the fabrication or installation of the Product by person/s other than SCS;
- c. Any defect in, or damage to, the Product which results from it being used for flooring or in any outdoor application (including swimming pools) or any application involving exposure of the Product to ultraviolet radiation, chemicals, flames, or excessive heat;
- d. Discolouration of the Product, in case the Product is exposed to direct sunlight over a prolonged period;
- e. Any modification, alteration to the surface of the Product;
- f. Damage to the Product by prolonged exposure to the chemicals and solvents;
- g. Any defect in, or damage to, the Product which results from it being cleaned otherwise than in accordance with the Care and Maintenance listed in the Warranty;
- h. if the Product is damaged by placing hot saucepans and pans directly on the surface and/or sudden change in the temperature, excessive heat or excessive weight applied onto the surface;
- i. Given that SCS Slabs are manufactured from natural materials, each slab is unique and variations to shade and pattern. This Warranty does not cover variation in colour, pattern and shade of material against the sample material, materials displayed and/or illustrated in the printed and electronic media like web site or E-catalog;
- j. Any defect in, or damage to, the Product which results from mishandling or misuse;
- k. Failure to follow the Care and Maintenance listed in the Warranty;
- l. Failure of adhesive, caulking materials, damage resulting due to the accessories installed, failure due to inadequate support to joints and seams;
- m. Damage caused by physical abuse, vandalism, misuse and /or accidents including, without limitation, fractures, burns, scratches, stains, cuts, scuffs of the product;
- n. Do not climb on your counter tops or sit on them, The risk of damage to the bench tops from localized additional weight is high;
- o. The appearance of a crack does not imply faulty materials. Cracks are generally associated due to ground movement or settlement. Thus limited warranty does not include cracks developed in the tops after installation;
- p. Any defect in, or damage to ,the Product which results from the use of products which contain trichlorethane or methylene chloride (such as paint removers or tripper ) or cleaning agents which have high alkaline/pH levels;

## **6.Time for claim under the Warranty**

You must take any claim under this Warranty within 28 days after occurrence of an event which gives rise to a claim pursuant to the Warranty, by notice in writing received by SCS at 3 Cowley Road, Nuffield Industrial Estate, Poole, Dorset, BH17 0UJ;

## **7.Without Prejudice**

SCS may, in its absolute discretion, supply replacement materials free of charge, as a gesture of goodwill, to help facilitate a resolution for any disputes. This offer will be studied and determined on a case by case basis by SCS management only. This offer is limited only to the “free products in question” and does not include any other associated charges for trades or damage to walls / plasterboard from removal of existing Product, nor do we take any responsibility for any damage that may be caused by the other parties in the process of replacing the Product. This offer cannot be exchanged for cash compensation, and is limited to “like for like products” only.

As this is a voluntary offer, we reserve the right to withdraw this offer at any time without notice. This is a one time offer per site.

SCS may determine that a replacement product may not be reasonably available in the same color or shape as the original product. In case SCS determines that a replacement product of same color or shapes is not available, SCS reserve the right to provide replacement product of as close as shape and color match as is reasonably possible from the current stock range in satisfaction of its obligations under this limited warranty.

This offer will be available for consideration for the original purchaser of the Product and is not valid for the subsequent owners. In making this offer, it does not confer any obligation to any third party to provide any services or costs whatever.

**8.Procedure aspects in respect of the warranty**

In order to activate the warranty, please provide a copy of the original invoice for the aforementioned installation, to the following address:

Modular Granite Ltd T/a South Coast Stone  
3 Cowley Road, Nuffield Industrial Estate, Poole, Dorset, BH17 0UJ  
Tel: 01202 677188

Upon receipt of the details, information and proof of purchase, acknowledgment of the claim will be sent back to you via e-mail or postal address shown on the Filled Warranty claim.