

# CRL Ceralsio Surfaces

## 10 Year Limited Warranty

C. R. Laurence of Europe Limited (CRL) provide the following warranty to the Registered Owner of CRL Ceralsio Surfaces installed by an installer approved by CRL against any inherent material defects for a period of 10 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 the CRL Ceralsio Surfaces website, [www.crlstone.co.uk](http://www.crlstone.co.uk). It is a condition of this warranty that all installation details and personal information have been completed and submitted within 45 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) CRL warrants that the product will remain free of any inherent defects that arise from the original manufacturing process of the porcelain slabs for a period of 10 years from the date of installation.
- (5) If a manufacturing defect is confirmed within the product, CRL 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) or provide a full refund of the amount paid by the owner in respect of the defective material. Exact colour match for any replacement product cannot be guaranteed.
- (6) CRL's 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) CRL 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 CRL's liability and any implied rights and obligations are excluded to the full extent permitted by law.

## HOW TO MAKE A CLAIM

- (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 CRL on 01706863600 within 30 days of the defect occurring. CRL 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.

The CRL Ceralsio Care and Maintenance guidelines should be followed at all times and are available at [www.crlstone.co.uk](http://www.crlstone.co.uk)

If a particular cleaning agent is required to remove a stain or mark then technical advice should be requested by calling CRL on 01706863600 or by email to [ceralsio@crlstone.co.uk](mailto:ceralsio@crlstone.co.uk)

Chemical sealants should not be used on CRL Ceralsio surfaces.

- (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 where the owner has not been in residence at all material times.
- (17) The warranty does not extend to any loss or damage resulting from events, circumstances or causes beyond CRL's reasonable control.