

WARRANTY LETTER



We congratulate you on your choice of AKG SURFACES slab (hereinafter "AKG SURFACES") for the fabrication of your countertop.

Thanks to merits of quartz, AKG SURFACES is a strong and durable countertop material. It is nonporous, highly resistant to scratches, stains, abrasion and impacts. There is no need for sealing or polishing, thus it is virtually maintenance-free.

AKG SURFACES has an exquisite look fortified with supreme durability. The long-lasting lustre and natural elegance of your countertop fabricated from AKG SURFACES requires only simple and routine care to maintain its splendor. By following AKG SURFACES' care and maintenance guidelines you may enjoy the natural beauty of AKG SURFACES for many years to come.

We, as AKG Trading (UK) LTD. ("AKG Trading") warrant that AKG SURFACES slabs that have been permanently installed in the interior of residences for countertop usage and cared for in accordance with maintenance guidelines will be free from any manufacturing defects in material for a period of 25 years from the date of installation. This limited warranty does not cover any defects by further fabrication, installation or misuse of the countertop.

Please read this document carefully and do not forget to activate your 25 Year Limited Warranty by completing and submitting the registration form online at **www.akgsurfaces.co.uk** within 30 days following the installation.

To activate the warranty service and to check terms and conditions please go to www.akgsurfaces.co.uk

Care and Maintenance

AKG SURFACES is a nonporous material that is highly stain, scratch and abrasion resistant, thus it is virtually maintenance-free and hygienic. With its aesthetic appearance and ease of use, AKG SURFACES is ideal for a wide range of applications from kitchen and bath countertops to table tops.

Easy daily cleaning

The ever-lasting finish of your countertop made of AKG SURFACES requires only simple and routine care to maintain its good looks. Cleaning with a damp cloth and a little liquid detergent will give an excellent result. Just wipe away and the surface will attain its initial look again.

Stubborn stains and dried spills

It is easier to immediately clean away spills on the surface than removing them once they have dried-on. Pay due attention and meticulous care to wipe away any spilled food before it turns into a permanent stain. Any multi-purpose cleaner or detergent [listed in the AKG SURFACES Care and Maintenance leaflet in detail] can be safely applied on stubborn stains provided that water is used to cleanse the surface thoroughly of the detergent residues after treatment. For extra-stubborn spills, use a light-coloured Scotch-Brite (3M) sponge to remove the dirt. Household cleaners containing bleach are also good for removing stubborn stains. However, AKG SURFACES slabs containing seashells as effect materials should not be cleaned with bleach or with products that contain soft or hard scouring granules since they are more prone to damage. Surfaces should never be left to dry without thoroughly rinsing away residual cleansers.

Polishing

The gloss of AKG SURFACES is attributable to the natural sheen of quartz. AKG SURFACES slabs do not require additional polishing. The surface should not be sealed or polished.

AKG SURFACES is tough but not indestructible

As with any surface, AKG SURFACES can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Cleansers with high levels of acids or alkalis (e.g. hydrochloric acid), if not well rinsed with water after treatment, may affect AKG SURFACES slabs within time.

Scratch resistant

AKG SURFACES has a highly scratch resistant surface; however avoid abuse of the surface by using sharp objects directly onto the surface.

Heat resistance

AKG SURFACES can tolerate brief exposures to moderately hot temperatures without warping, staining, discoloring or cracking. However, prolonged contact with very hot objects or an open flame may cause damage on the surface. When exposed to high temperatures, AKG SURFACES can react in various ways (cracking, discoloration, porosity etc). Always, protect the surface by using a trivet.

Terms and Conditions

We, AKG Trading (UK) LTD., hereby warrant that AKG SURFACES branded slabs will remain free from defects arising from the manufacture of the slab for a period of 25 years for the United Kingdom market from the date of installation. It covers any defects in the manufacture of the original AKG SURFACES slabs. The subsequent fabrication, installation and workmanship are not covered under this warranty. This warranty is valid for the slabs installed with respect to the AKG SURFACES Fabrication Guidelines, Application manual and AKG SURFACES Care and Maintenance leaflet and is to be activated by your registration online at www.akgsurfaces.co.uk within 30 (thirty) days of the installation.

AKG SURFACES slabs are manufactured from natural quartz minerals, therefore they reflect the characteristics of the quartz used in production. This may cause some variation in colour and partial shade and texture alterations in the finished products. Each slab is unique and minor imperfections, slight colour and texture variations shall be considered normal and inherent. Final colour selection must be made from an actual full slab of AKG SURFACES.

This warranty only applies to;

- AKG SURFACES slabs that are purchased from the United Kingdom market and manufactured from A grade slabs
- Slabs that have been installed properly by approved fabricators according to AKG SURFACES Fabrication Manual.
- AKG SURFACES slabs which were installed in a residence for countertop usage after 01 September 2011.
- Only available to a person who activated the 25 Year Limited Warranty by completing and submitting the registration form online at www.akgsurfaces.co.uk within 30 days following the installation of AKG SURFACES in a residence for countertop usage. A domestic residence shall relate to any location which is a private residence used for familial habitation and for no commercial purpose whatsoever.
- This warranty is not transferable or assignable.
- Available only when the AKG SURFACES slab has been fully paid for.
- Valid only when the AKG SURFACES slab is used for the specific purpose of countertops. This limited warranty is valid when the AKG SURFACES slab is permanently installed and has not been moved from the original installation.
- AKG SURFACES slabs that have been used and conserved following the instructions in the AKG SURFACES Care and Maintenance instructions.
- The obligation of AKG Trading for a period of 25 years is limited to either replace the defective AKG SURFACES slab with the same features (colour, thickness, etc) as those of the AKG SURFACES slab acquired by the original purchaser in terms and conditions specified herein, or refund the purchase price of the slab. However, if the production of colour has been ceased, it will be replaced, where possible, by a similar colour available at that time.

AKG Trading will only be responsible for proven manufacturing defects in the original slab which shall be determined by AKG Trading in its sole and absolute discretion. AKG Trading will have the right at all times, to examine any purportedly defective AKG SURFACES slab and its installation and maintenance. The limited warranty is exclusive and in lieu of any other warranty expressed or implied, including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether express or implied, and all other liabilities or obligations on the part of AKG Trading. Under no circumstances will AKG Trading be liable for direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever, regardless of the cause of such damage.

Exclusions

This 25-year limited warranty does not cover:

- Outdoor applications
- Flooring applications
- Use for any commercial purposes (commercial use includes but not limited with the use in all kinds of shops, hotels, offices and other job sites other than domestic residences)
- Damages occurred by dropping heavy objects
- Improper use or abuse
- Damage for misuse and mishandling of the product
- Damage from excessive heat
- Damage from ultraviolet light or even exposure to weather conditions
- Physical or chemical abuse
- Damage from improper care and maintenance not in accordance with the Care and Maintenance Leaflet
- Scratches
- Chips (damages caused by rubbing or knocking objects on the edges of the product)
- Cracks and other excessive impact damage (Cracks in the countertops are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the product, such as standing or sitting on them. Heat, as explained may also result in a crack. Any crack emanating from a sink cut-out, cook top cut-out or “L” shaped cut-out is also not covered under this limited warranty. These are not caused by any fault in the slab.)
- What is referred to as spots or blemishes (A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the slab.)
- Routine maintenance (Routine maintenance includes but is not limited to the minor cleaning efforts such as the removal of watermarks or alike marks on the slab that could easily be removed or avoided by the techniques explained in AKG SURFACES Care and Maintenance instructions.)
- Improper installation (Improper fabrication or installation is the responsibility of the fabricator/installer.)
- Installations made by unqualified and/or not licensed stonemason.
- Any irregularity in the slab that existed prior to fabricating and installation and was present in the final installed product (This is a fabrication issue.)
- Any defects that are visible at the time of installation and are not avoided during installation
- Natural variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone within or on the surface of the slab
- Appearance and performance of the joints
- Damage or injury caused completely or partially by the force majeure conditions, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents.
- Transportation, freight, tear-out, disposal or reinstallation, fabrication or associated costs beyond the cost of the slab.

Exclusions and Warranty Registration

- Any additional or supplemental repairs and/or modifications (The subsequent fabrication, application and workmanship is not covered under this warranty such as any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the product etc. Such repairs and modifications shall be the responsibility of the purchaser.)
- Places where further construction work is done after the installation of the product
- Any applications made by a person other than the one who registered the warranty online at www.akgsurfaces.co.uk to obtain service under this limited warranty
- Cases, where the product information on the back of each slab has been removed (Removing this slab information will void the warranty.)
- Differences between small samples and the purchased final slab (The small samples are indicative only and slabs must be chosen from big slabs for application.)
- Dislike after installation due to color, edging styles or other opinions based on personal preference or later changes of choice (Replacement requests because of these reasons are not under the cover of this warranty.)
- Naturally occurring variations in appearance caused by artificial or natural lighting (Changes in the appearance of the product from reflected light is a natural part of the product.)
- The randomness of vein effect (For textures that contain non-directional movement like vein effect, different parts of the slab may not capture uniformity and overall aesthetic. This is not considered as a defect, rather normal variation.)
- Not getting a uniform look when two different slabs with organic effects and/or particulares are put together adjacently. (These kind of variations do not affect the performance. These variations are not under the cover of this warranty.)

All decisions regarding this warranty are at the sole discretion of AKG Trading. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of the except the ones granted herein.

WARRANTY REGISTRATION

To ensure that your AKG SURFACES slab will be covered by our 25 year limited warranty, please register it using the online registration form at www.akgsurfaces.co.uk within 30 (thirty) days of the installation. Please do not forget that it is your responsibility to read, understand and accept the “25 Year Limited Warranty (Residential)” and register online. Upon the receipt of the form, acknowledgement of the registration will be made with a reply message to your e-mail address and you will be informed of the registration number.

AKG Trading reserves the right not to give the free warranty service if the requirements established herein are not satisfied, or if the information submitted by the purchaser is false, incomplete or illegible.

Please keep your proof of purchase (invoice/dispatch note etc.) and get into contact directly with the seller of the product to obtain assistance.