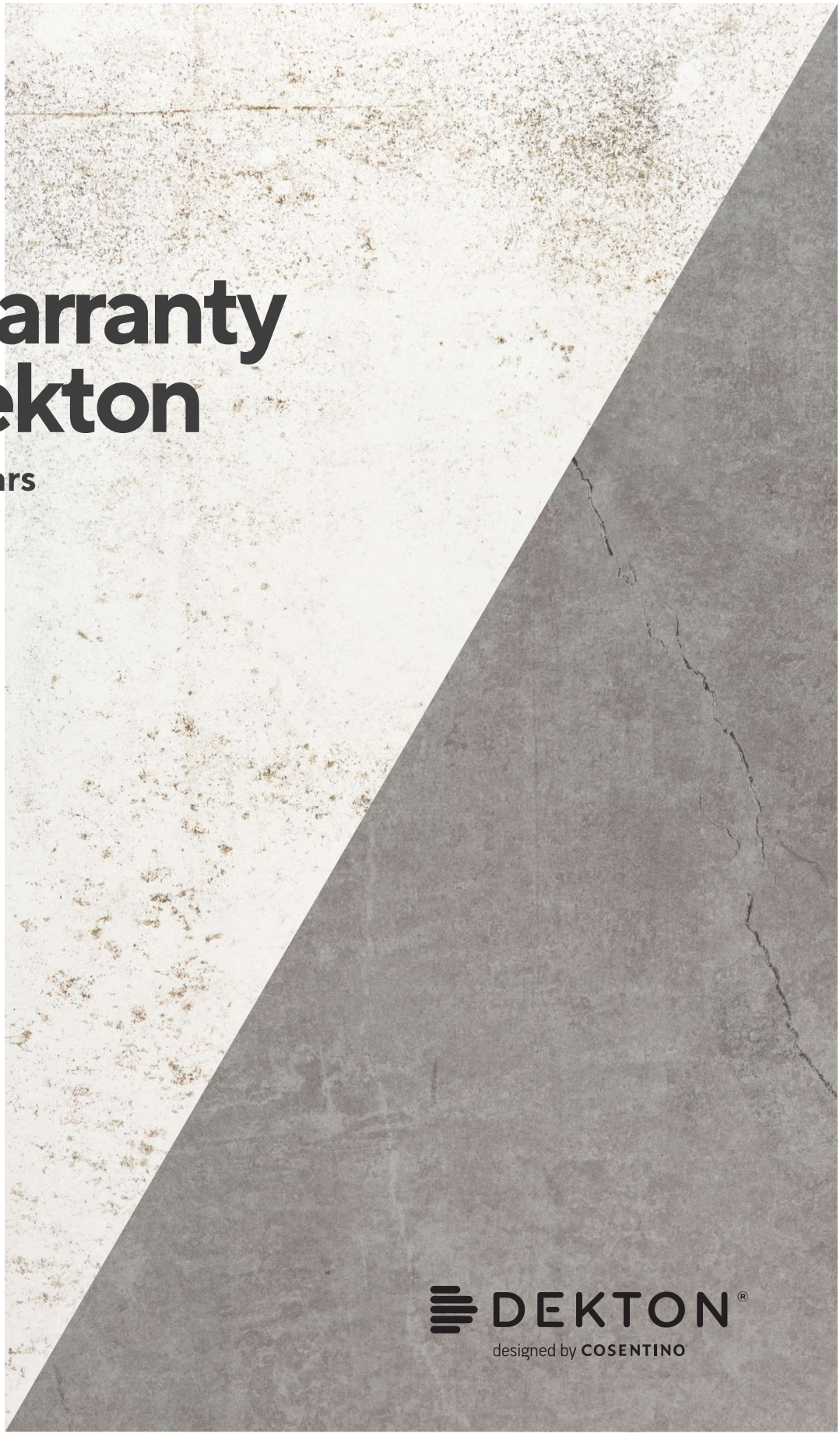
Warranty Dekton

25 Years



DEKTON®
designed by COSENTINO

DEKTON ® LIMITED 25-YEAR TRANSFERRABLE RESIDENTIAL WARRANTY

Subject to the terms and conditions contained herein, Cosentino, S.A.U. ("Cosentino") warrants to the purchaser and residential owner-occupants of installed Dekton® Ultracompact surfaces ("Dekton® Surfaces") that for a period of twenty-five (25) years from the date of purchase of the Dekton® Surfaces in the original customer's residence, that the Dekton® material will be free from manufacturing defects and perform in service when properly installed and maintained.

If a manufacturing defect occurs during the warranty period, Cosentino will at its option, repair or replace the defective Dekton® Surfaces.

This warranty is limited to the purchaser of Dekton® Surfaces and is transferrable. This warranty is valid only if the original purchaser of the installed Dekton® Surfaces has registered the warranty within 6 months of purchasing of the Dekton® Surface, as indicated below, and when said consumer submits the original invoice or sales receipt (indicating the purchase date and name of the dealer of the Dekton® product).

The 25-year period established in this Letter of Warranty is only applicable to those products that are sold and registered after 1 November 2018.

WHAT THIS LIMITED 25-YEAR WARRANTY COVERS

- This limited warranty covers Dekton® Surfaces that have been purchased from an Authorized Dekton® Installer or Dealer ("Authorized Installer") and have been permanently installed in the original purchaser's residence by an Authorized Installer.

- Cosentino may repair or replace the defective Dekton® product within the 25-year warranty period, but such replacement products must contain the same characteristics (same color, thickness, etc.) as the defected products purchased by the original consumer. Should this product be discontinued or unavailable for any reason, then the defected product will be replaced by Dekton® product with similar characteristics.

- Subject to the limitations stated herein, this, this limited warranty covers products that have been maintained according to the Dekton® Surfaces Care and Maintenance and set forth on www.cosentino.com

- Cracking due to exposure to extreme hot and cold temperatures, and cracking due to thermal shock.

- Staining against most common food, beverage, and household products provided customers follow proper care and maintenance guidelines.

- Fading due to exposure to direct Ultra Violet (UV) sunlight in both indoor and outdoor applications.

- This warranty covers Dekton® products that are applied to barbecues, chimneys, or any surface where heat may be applied, conditional upon strict adherence to the applicable installation manuals found on www.cosentino.com.

- The Dekton XGloss® series are ultra-polished, high-tech, ultra-compact surfaces with a crystalline shine which require greater care due to their high-gloss finish. In particular, the Dekton XGloss® requires periodic maintenance and cleaning. Please refer to the applicable Dekton® Cleaning and Maintenance Guide, found on www.cosentino.com for specific guidance on how to care for the Dekton XGloss® products. This warranty only covers Dekton XGloss® surfaces that have been maintained pursuant to such Dekton® Cleaning and Maintenance Guide.

WHAT THIS LIMITED 25-YEAR WARRANTY DOES NOT COVER

- This warranty does not cover faulty or improper fabrication or faulty or improper installation.

- Any damage caused by actions taken by third parties not related to Cosentino, such as problems caused by incorrect finish/preparation of the product, by improper installation methods, or other modification or manipulation of the original DEKTON® product.

- Dekton® Ultracompact Surface cracking due to an external force or interaction such as impacts, uneven cabinets or flooring, structural settling or movements, improper installation or other conditions in the residence that may cause the Dekton® Surfaces to shift. Therefore, cracks or chipping due to impact from heavy objects, and movement, shifting, settling of support structure below the countertop or flooring surface (cabinets, flooring, foundation etc.), are not covered by this warranty.

- This warranty does not cover consequential or incidental damage, loss or expense other than the product itself, including but not limited to damage to other products or installations, or additional or supplementary repairs or modifications such as, for example, any plumbing, electrical, tile or wall surface modifications, masonry work, subfloor repair or preparations that may be necessary to repair or replace the Dekton® Surfaces covered under this limited warranty; such other repairs and modifications shall be the responsibility of the customer.

- This warranty does not cover products that have been treated or covered with an unapproved chemical or coating. If Cosentino determines in its discretion, that the application of unapproved chemicals and/or coatings caused or contributed to the defect(s) in the product, it shall have no obligations under this Warranty.

- This warranty does not cover products that have not been paid for in full.

- This warranty does not cover products exposed to abnormal use or conditions or abuse in any way.

  "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, physical or chemical abuse, and failure to follow proper care and maintenance instructions, specifically maintenance or damage from chipping, cracking, impact damage or breaking due to customer abuse.

- Dekton® Surfaces are intended to have a natural and non-uniform appearance, thus this limited warranty does not cover any variances in color, shade, particle structure or gloss level.

- This warranty does not cover products that you, the customer, decide you do not like after installation due to color, edging styles or other opinions based on personal preference.

- This warranty does not cover seam appearance or performance.

- This warranty does not cover temporary marks on the Dekton® products including but not limited to metal marks, fingerprints or smudges or other temporary marks made by household utensils.

- This warranty does not cover "commercial uses" of the Dekton® products. "Commercial uses" include but are not limited to use in commercial buildings such as retail stores, restaurants, offices, hotels, or apartment complexes.

- Cosentino is not responsible for damage or injury caused in whole or in part by force majeure, (including but not limited to earthquakes, tornadoes, tropical storms, and hurricanes), exposure to corrosive contaminants (including but not limited to salt water or chemicals in storm waters), fires, floods, explosions, improper storage or handling, job site conditions, architectural and engineering design, structural settling or movement, acts of vandalism, accidents, or any other cause beyond the control of Cosentino.

- This warranty excludes additional damage that may have resulted from a covered defect, including

damage that occurs during the period the warranty claim is being processed, as well as throughout the period the product is being replaced. This exclusion includes but is not limited to any harm to commercial, industrial, professional or living activities, which the purchaser of the product or third party may suffer.

- Differences found between samples or photographs of any Dekton® product and the actual Dekton® product purchased are not covered under this warranty.

- This warranty does not apply to repairs and/or the handling of the Dekton® product without proper verification by Cosentino.

- Damage arising from defects in a building structure in which the Dekton® product is used.

- Chipping is not covered under this warranty. Chipping does not occur because of defective material; chipping is the result of the scraping and bumping of objects against the edges of the surface.

- Since Cosentino does not actually make worktops, but supplies the material for the boards, in the event the terms and conditions contained herein are met, material required will be provided to replace the worktop; however, the cost of manufacturing and installing the product will not be covered by Cosentino.

- Some Dekton® colors may only be available for use on a particular application. Customer will be informed of which colors Cosentino recommends be used only for a particular application. For example, for some colors, Cosentino does not recommend, advise or approve their use on countertops, worktops, flooring or any other horizontal application, and the customer should not rely on any other verbal or written representation that may suggest otherwise. By purchasing those particular colors, the customer agrees to waive all warranty rights and claims against Cosentino should this color be used or applied in contradiction to Cosentino's recommendations.

REGISTRATION OF WARRANTY

To register for this warranty, you must fill out the warranty registration online at www.cosentino.com or call or write to Cosentino at the phone number or address below to obtain a registration form. You must register within six (6) months from purchase to be eligible under this warranty.

HOW TO MAKE A WARRANTY CLAIM

If you believe that there is a defect in your Dekton® product, and wish to make a claim under this warranty, you must do so by fax, email, letter or by telephone by contacting Cosentino's Customer Service at:

Cosentino Central
Ctra. Baza a Huércal-Overa, km 59.
04850 Cantoria, Almería (Spain)
+34 950 444 175
info@cosentino.com

To obtain service under this warranty, you must permit Cosentino or its authorized agents, fabricators or installers to inspect your Dekton® product at your residence. Also, you must reasonably cooperate with Cosentino and its agents in their efforts to service this limited warranty.

All obligations of Cosentino under this warranty are contingent upon Cosentino being provided proper notice by the purchaser covered by the warranty and a reasonable opportunity for Cosentino to perform. Your failure to allow for an inspection will void this warranty.

In no event shall Cosentino be liable in either tort or contract for any loss of direct, consequential, punitive or incidental damages, or any similar damages, including but not limited to loss profits damages, arising out of the use or inability to use the product for residential applications covered by this limited warranty.

Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply.
Cosentino makes no other warranty, representation or guarantee, express or implied, with respect to Dekton® Surfaces for residential use, except as expressly stated herein. This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country, state to state in the United States or, in Canada, from province to province. This is the only warranty offered by Cosentino for Dekton® Surfaces for residential applications. No one other than Cosentino is authorized to make any warranty or promise with respect to Dekton® Surfaces.

Cosentino reserves the right to refuse this warranty service if any of the requirements set forth above are not met, or if the information provided by the consumer is false, incomplete or illegible.

SPECIFIC WARRANTY INFORMATION CONCERNING DEKTON FINISHED PRODUCTS

DEKTON® by Cosentino® finished products in the form of three-dimensional surfaces, such as kitchen sinks, washbasin and shower trays are under warranty against manufacturing defects of the product for a period of FIVE (5) YEARS, all under the terms, conditions and limitations described for all other DEKTON® by Cosentino® products.

The warranty for DEKTON products with GRIP finish is limited to FIVE (5) years under the terms, conditions and limitations described for all other DEKTON® by Cosentino® products.

Visit **http://warranty.cosentino.com** and follow these steps to register your Dekton warranty.

1. In the left box, please select **who is resgistering** the warranty and, in the right hand box, **through what sort of provider it was purchased.**

2. Input the **ID numbers provided by the Store**. Place the ID number of the fabricator stonemason in the left box and the ID number for the kitchen studio in the right box.

3. **Fill** in end **user details and information about the worktop**. Its important to fill the email field in order to receive the warranty confirmation.

4. **Include the invoice/proof of purchase.** It should include: kitchen store data, customer data, worktop brand, colour worktop and invoice date.

5. Finally, Cosentino complies with its obligation to protect your personal details.

   Please tick to confirm these final boxes. **Your 25-year Cosentino product warranty has been registered!**

1 Welcome, you are:

- ○ Kitchen Studio
- ◉ Stonemason
- ○ Designer / Architect
- ○ End User

Worktop requested by:

- ○ Property developer / Contractor
- ○ End User
- ○ Designer / Architect
- ◉ Kitchen Studio

2 FABRICATOR / STONEMASON ID: _____ CHECK ID

STORE ID: _____ CHECK ID

3

BUYER'S DETAILS & INSTALLATION ADDRESS

SURNAME _____

NAME _____

ADDRESS _____

P.C / ZIP _____

TOWN _____

PROVINCE _____

PHONE _____

WORKTOP DETAILS

BRAND DEKTON

COLOUR _____

THICKNESS _____

APPLICATION _____

INVOICE DATE _____

3 PROOF OF PURCHASE

SELECCIONAR ARCHIVO NADA SELECCIONADO

A product designed by **COSENTINO**

Ctra. Baza a Huércal-Overa, km 59. 04850 Cantoria, Almería (Spain)
+34 950 444 175 info@cosentino.com www.cosentino.com
www.dekton.com DektonbyCosentino @Dekton

To obtain more information about colours with NSF certificate please visit the official website: www.nsf.org