Letter Warranty 25 Years

25 YEAR
SILESTONE®
WARRANTY

SILESTONE®
by COSENTINO

Limited 25-Year Transferrable Residential Letter of Warranty

COSENTINO, S.A.U. (COSENTINO) guarantees the registered owner of the installed SILESTONE® by Cosentino® product against any manufacturing defects for a period of TWENTY-FIVE (25) YEARS from date of purchase. Please keep your proof of purchase. This warranty is limited to the purchaser of Silestone® surfaces and is transferable.

This Letter of Warranty shall have full validity only when the consumer has registered within 6 months of purchase of the product, as indicated in the corresponding section, and when the consumer submits the original invoice or sales receipt (indicating the purchase date and name of the dealer of the product). The consumer shall send the defective product to COSENTINO. In order to be effective, this warranty must be registered online on the website www.cosentino.com. COSENTINO reserves the right not to offer the free warranty service if the requirements set forth in the preceding paragraph are not me

What the warranty covers

The warranty obligates COSENTINO to replace or repair any defective product for a period of TWENTY-FIVE (25) YEARS under the terms and conditions contained herein, with the same characteristics (color, thickness, etc.) as those of the product purchased by the customer. This warranty covers SILESTONE® by Cosentino® quartz surfaces, designed for two-dimensional applications such as countertops, cladding, walls and floors permanently installed in the interior of a dwelling (or property intended for use other than as a residence) of the consumer or the end user of the product. It is important that the choice of color and finish is finalized prior to closing the purchase since any subsequent modification of any of these choices will not be covered by this warranty. This Letter of Warranty is in all cases conditional upon the strict observance by the consumer of the instructions for use and the maintenance of the SILESTONE® by Cosentino® product as detailed in the existing user manuals for the various applications of the product (www.cosentino.com).

What the warranty does not cover

This warranty does not cover faulty or improper fabrication and/or installation.
Any damage directly or indirectly caused by any action, work or any other intervention carried out by third parties not related to COSENTINO, such as: problems caused by an incorrect finish / preparation of the product by inappropriate installation methods or by any other modification or manipulation of the original SILESTONE® by Cosentino® product, such as variations in color, thermal impact, impact damages, misuse or an inappropriate chemical treatment, performed by third parties not related to COSENTINO.
Damage resulting from the improper use, including, but not limited to: (i) use of the product for purposes other than for which it was intended; (ii) use of the product in a way that does not comply with the applicable technical or safety standards; (iii) failure to follow the user and maintenance manual; and (iv) exposure of the product on the exterior of buildings.

COSENTINO is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism, accidents, natural disasters, damage caused by the interaction of other products or any other cause beyond the control of COSENTINO.

Variations in color, tone, shade, particle structure or gloss level variances in the material derived from natural changes over time occurring in the different components of the product.

Cracks in the surface after its installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracking are movement, the direct application of heat on the surface, the placement of excessive weight on the surface or the result of scraping, bumping or impacts to the material after its installation.

The definition of the manufacturing defects covered by this Letter of Warranty does not include

the durability of services ancillary to the actual functionality of the product during its period of validity.

Chipping. Chipping is not due to defective material but is the result of scraping and bumping objects against the edges of the surface.

The 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 on plumbing, electrical or masonry work that may be necessary to repair or replace the SILESTONE® by Cosentino® product covered by this warranty, which shall be the sole responsibility of the consumer.

Likewise, this warranty specifically excludes damage which could result from a defect that is covered, including those that occur during the period the claim is being processed, as well as throughout the period the product is being replaced. This exclusion extends, but not limited to, any harm, including loss of profit, affecting commercial, industrial, professional or merely living activities, which the consumer, purchaser of the product or any third party may suffer.

Any problems or damage resulting from exposure of the product to intensive and continuous use for long periods of time or use in common areas: including, among others, discoloration, loss and decline in performance and aesthetic characteristics, and warping of flooring.

Problems, damage or inconvenience arising from the generation of static electricity or the use of products designed to eliminate or reduce its effects.

Damage arising from deficiencies or omissions in the technical projects on which the buildings are executed, in which SILESTONE® by Cosentino® products are used.

Differences between samples or photographs of any SILESTONE® by Cosentino® product and the true product purchased are also excluded. Also excluded are the spots or stains produced by components of the material and polish defects, since COSENTINO does not under any circumstances sell products having such defects.

This warranty does not apply to repairs to and / or handling of the product without proper verification by COSENTINO.

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

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

How to use this warranty

To register as the holder of this warranty, the warranty must be activated through www.silestone.com. This website requires certain information to complete registration, including information regarding the point of sale and / or fabricator, as well as of the customer. We therefore recommend that customers register directly at the point of sale or with the fabricator. At the end of the registration, the customer may have this warranty printed for his/ her use.

How to make a claim

If you believe that there is a defect in your SILESTONE® by Cosentino® product and wish to make a claim under this warranty, you must do so by fax, email and / or letter, or by telephone by contacting COSENTINO Customer Service and stating your warranty number:

COSENTINO NORTH AMERICA HEADQUARTERS
355 Alhambra Circle Suite 1000, Coral Gables, FL 33134, United States of America
786.686.5060
@Ap Cosentinousa
Customer Service Email: CS@cosentino.com
www.silestoneusa.com / www.cosentino.com

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

Except as provided in this limited warranty, COSENTINO shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or in ability to use the product in residential applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to you.

COSENTINO makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein. Some states in the United States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country, in the US from state to state or, in Canada, from Province to Province.

What COSENTINO will do If the product has a defect

If a SILESTONE® by Cosentino® product is found with a defect, within the terms and conditions of this warranty, COSENTINO will, after due verification, proceed to replace or repair the material necessary to produce the SILESTONE® by Cosentino® product. COSENTINO are authorized to grant warranties on SILESTONE® by Cosentino® quartz surfaces. This warranty covers the replacement of the defective product with one of identical characteristics (color, thickness, etc.) as those of the product purchased by the client, unless this is impossible owing to the product being discontinued. In this case, it would then be replaced by a product of similar characteristics.

Specific warranty information concerning finished products SILESTONE®

SILESTONE® by Cosentino® finished products in the form of three-dimensional surfaces, such as kitchen sinks, toilets 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 SILESTONE® by Cosentino® products.

The 25-year period established in this Letter of Warranty is only applicable to those products that are sold and registered after January 1, 2015. 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 customer is false, incomplete or illegible.

25 YEAR
SILESTONE®
WARRANTY

*To activate the warranty service and to check terms and conditions please go to www.silestone.com

A product designed by **COSENTINO**

COSENTINO NORTH AMERICA HEADQUARTERS

355 Alhambra Circle Suite 1000, Coral Gables, FL 33134, United States of America

786.686.5060

@Ap Cosentinousa

Customer Service Email: CS@cosentino.com

www.silestoneusa.com / www.cosentino.com

* To check terms and conditions please go to www.silestone.com

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