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 **LAVISTONE**  
designed for all



**Warranty  
and  
Care & maintenance**



## Lavistone Care and Maintenance Guide

Lavistone products are easy to maintain. For everyday cleaning, simply use a damp cloth, with warm water and pH neutral cleaning products to make it look like new. Lavistone products does not require polishing or sealing to maintain a glossy finish and smooth surface, as it is a non-porous product.

### Interior use only

Lavistone is designed for interior application only. Exterior applications of Lavistone products are not covered by Lavistone's 10-year Limited Warranty as exposure to direct sunlight or weather may result in a colour change or damage over time. Therefore, it is recommended that exposure to direct sunlight is avoided.

### Preparation of food

It is recommended that you avoid using sharp implements on the Lavistone surface to avoid damage. We recommend that food is prepared on appropriate cutting boards or plates rather directly on any Lavistone surface to avoid damage to both the surface of your benchtop and your kitchen implements or appliances.

### High level of heat resistance

Although Lavistone has high level of heat resistance, the surface can be damaged due to rapid heat changes or thermal shock. It is strongly recommended that hot pots, frypans or plates are placed on a heat resistant product such as a heat trivet or wooden chopping board rather than directly on the Lavistone surface.

### Tough but not indestructible

Exposure to strong chemicals and solvents can permanently damage the Lavistone products' surface. Avoid using highly aggressive or corrosive cleaning agents such as oven cleaners that contain high alkaline (high pH) levels. Do not use products that contain trichloroethane or methylene chloride. Please rinse the surface immediately with water if the surface is exposed to any damaging products.

### Matt and textured finish

Matt and textured finish products add extra dimension to the design. While they have the same high performance as polished collections, Lavistone's matt and textured finish designs have a lower polish level, which means more frequent cleaning may be required to maintain the appearance. We recommend that you clean stains and spills immediately, and only use a fresh or clean cloth that has been thoroughly washed as oil or other containments may be transferred to the surface.

## Lavistone Warranty

**Lavistone provides a 10-year limited warranty on manufacturing defects subject to the terms and conditions set out below. This warranty is available to the original purchasers of Lavistone products for a period of 10 years from the date the Product is installed, provided the Product has been used in an interior setting for residential or commercial projects. Lavistone warranty is limited to either repairing or replacing the Product at its discretion as a result of a defect arising from the manufacture of the Product, upon receipt of satisfactory proof of purchase and use of the Product.**

### What is not covered in the warranty?

1. The warranty applies to the original purchasers of the Products from Lavistone or its authorised resellers, and it is not transferable to any subsequent owners.
2. The warranty is for manufacturing defects only and does not cover any defect or damage arising from:
  - a. any modification, alteration not authorised in writing by Lavistone;
  - b. any use or dealing with the Product or any work or alteration made by any party other than Lavistone;
  - c. misuse or inadequate maintenance including as recommended;
  - d. any use of the Product for which the products are not intended.
3. The warranty does not cover any subsequent fabrication, installation and/or application of the slab.
4. The warranty does not apply where the Product is installed by anyone other than a qualified and licensed stonemason.
5. The warranty does not apply when the Product has been removed, altered or moved from their original place of installation.
6. The warranty does not apply for damages and defects when the Product is used for flooring or any exterior applications (including swimming pools).

7. Applications in fireplaces or where there are extremes in temperature or high fluctuations of temperature or conditions are not covered by the warranty.

8. The warranty does not apply to any natural quartz surface variations in pattern, colour or shade within or on the surface of the slabs. Lavistone is made from natural materials, each slab is unique and variations do occur between batches.

9. The warranty does not apply to damages and/or defects resulting from or are contributed to by a failure to clean and maintain or inadequate cleaning and maintenance of the Product in accordance with the Lavistone Care and Maintenance Guide.

10. The warranty does not apply to any damage and/or defect due to the Product being mishandled or misuses including but not limited to excessive heat, excessive weight, chemicals and exterior application etc.

11. The warranty does not apply to any chips, cracks and scratches unless they were caused by manufacture defects. Chipping is not a material fault, as it is often caused by an external impact to the edge of the benchtop surface. Cracking is not a material defect. It is normally caused by inducing mechanical stress externally on the Product after installation, such as excessive heat and excessive weight, or inadequate support under the surface.

12. When the Product is replaced by Lavistone, subject to its absolute discretion, the 10-year limited warranty will run from the date of replacement.

It is a condition of all warranty claims that the purchase must be registered at [www.lavistone.com.au](http://www.lavistone.com.au) with proof of the date of your purchase of the Product. You can do this by filling out the online Lavistone warranty form. If the Product is not registered within 60 days of its purchase, no warranty will be applied once the registration time has lapsed. The purchaser acknowledges and agrees that this condition is reasonably necessary so that Lavistone can manage its resources to ensure they are adequate to satisfy potential warranty claims.