



GENERAL TERMS & CONDITIONS OF THE 5-YEAR WARRANTY FOR WORKTOPS

1. This warranty applies exclusively to surfaces that are fabricated or installed by Alpha Marble & Granite. This warranty does not cover workmanship of any third party installers.
2. Alpha Marble & Granite takes responsibility in mentioning that all stone products will include natural imperfections due to their formation and therefore, patterns can vary. The client is more than welcome to come and view the stone before the fabrication process begins.
3. This warranty does not apply to any damage(s) caused by:
 - a. Improper use, care or maintenance.
 - b. Material modifications after installation.
 - c. Indoor materials being used as outdoor surfaces.
 - d. Physical, chemical or mechanical abuse.
 - e. Exposure to excessive heat (e.g. direct heat).
 - f. Improper installation site or site maintenance.
 - g. Normal spotting and discolouration caused by spills on the stone.
 - h. Use of inappropriate cleaning materials on the stone.
 - i. Scratches caused by the use of sharp utensils.
 - j. Heavy objects being dropped or used on the stone causing it to chip or scratch.
4. To receive coverage under this warranty, proof of purchase in the form of an invoice needs to be present.
5. Any claim being made under this warranty should be presented to the Sales Executive at Alpha Marble & Granite. Once the claim has been accepted, Alpha Marble & Granite will:
 - a. Repair the damaged area at no expense to the client. However, this warranty does not cover any additional costs that may occur in the process.
 - b. Be sure to replace the damaged area with a stone similar to the original stone in terms of colour and quality.
6. This warranty is only applicable if the:
 - a. Installations are in their original place and have not been moved.
 - b. Stone has been fabricated and installed by Alpha Marble & Granite.
 - c. Stone has been maintained according to the 'General Care and Maintenance' leaflet.
7. This 5-Year Warranty is your assurance of stone and fitting quality. If we can answer any further questions regarding this warranty, please contact Alpha Marble & Granite by writing to sales@alphamarbleandgranite.com.