

A limited warranty is provided by Sangengalo Marble And Granite (PTY) Ltd (Reg No. 2013/ 175715/07) t/a Teramo Quartz™ (“The Supplier”) to the original owners of installed Teramo Quartz™ engineered stone slabs; that from the date of installation, the Teramo Quartz™ engineered stone will be free from manufacturing defects.

## WHAT THE WARRANTY COVERS:

- Teramo Quartz™ slabs.
- Proven manufacturing defect in the product (as determined by an independent, mutually approved engineered stone expert and member of the KSA SA Stone Processors Forum). The Supplier at its discretion will repair or replace the defective Teramo Quartz™ engineered stone pieces. In case of replacement, the same quantity of slabs will be supplied free of charge. Teramo Quartz™ does not cover the costs for transportation, fabrication, installation, or any other costs.
- Product which has been fully paid for. The warranty is not valid were the product has not been paid in full.
- Product installed indoors (no outdoor application).

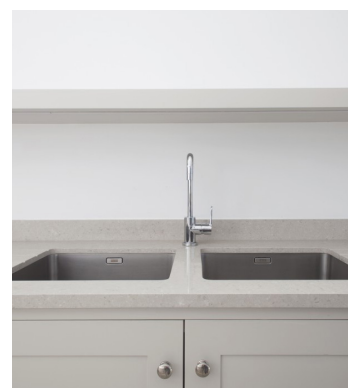
## Terms and Conditions

This warranty shall:

- Expire upon transfer of ownership of the residence to any third party.
- Expire after a period of twenty-five years in the case of a domestic residential installation (with the Purchaser as the property occupier).
- Expire after a period of ten years in the case of a commercial installation.
- Warranty Registration is a prerequisite to any claim.
- The warranty covers products that have been maintained according to the Teramo Quartz™ “Maintenance Instructions”.

## WHAT THE WARRANTY DOES NOT COVER:

- This warranty is not transferable to subsequent owners / occupants.
- Teramo Quartz™ engineered stone products that have not been paid for in full.
- Products that are exposed to abnormal usage or conditions. This would include, but not be limited to: damage from mishandling, damage from excessive use, outdoor exposure to weather conditions, exposure to UV light, physical or chemical abuse or sand-blasting. This also includes damage from chipping, cracking, scratches, impact damage or breakage due to client abuse.
- Teramo Quartz™ engineered stone is intended to have a somewhat natural and non-uniform appearance. The warranty therefore does not cover colour, particle or shade variance.
- Any additional or supplementary repairs or adaption such as plumbing, electrical, tiling, structural or ancillary work that maybe necessary to repair or replace the Teramo Quartz™ engineered stone covered under this warranty.
- Defects caused by improper or inferior workmanship on fabrication or installation.
- Cracks or discoloring that occur as a result of crock pots, pans, or other hot items being placed directly on the Teramo Quartz™ engineered stone. Always place them on a cutting board to protect your Teramo Quartz™ from thermal shock or discoloring.
- Outdoor use.
- Seam / joint performance.
- Changes in personal preferences in terms of colour, edge detail or other options.



## WARRANTY

- Temporary marks on the Teramo Quartz™ including metal marks, finger-prints, smudges or other temporary marks made by kitchen / household utensils.
- Teramo Quartz™ is not responsible for injuries or damages to the product itself or other persons or items; caused by accidents, vandalism, structural movement, design flaws or acts of nature.

### RECOMMENDED MAINTENANCE:

This warranty covers Teramo Quartz™ engineered stone that has been maintained according to the following recommendations:

- Any spills should be wiped up immediately.
- To clean the surface, use regular soap and water and a cloth.
- Any marks or blemishes that are a little more stubborn can be cleaned off with Chemico (available from most supermarkets in a pink tub) and a damp cloth.
- Please consult the Teramo Quartz™ Care & Maintenance Guide for a complete description of the recommended maintenance.

### TO OBTAIN SERVICE UNDER THIS WARRANTY:

The Warranty needs to be registered with: [info@teramo.co.za](mailto:info@teramo.co.za) and receipt acknowledged.

To obtain the best service under this warranty, contact the processor/installer from whom you purchased the Teramo Quartz™ engineered stone surfaces. A Teramo Quartz™ authorized agent must be permitted to inspect and photograph the relevant surfaces. Co-operation with your installer and Teramo Quartz™'s agents is required in an effort to service this limited warranty.

### CONTACT US

For any product or warrantee related queries, please contact us.

**T:** 021-907-1608 | **E.** [info@teramo.co.za](mailto:info@teramo.co.za)

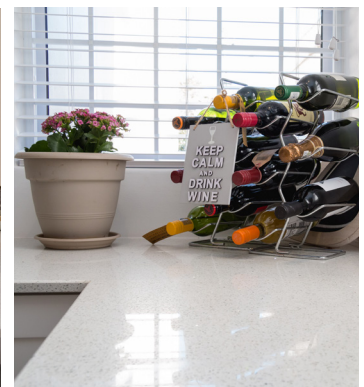
### SHOWROOM

31 Cabernet Road, Blackheath, 7580

### WEBSITE

[www.teramo.co.za](http://www.teramo.co.za)

Exclusively Processed and Installed by:



# WARRANTY

## WARRANTY REGISTRATION

Please register your Teramo Quartz™ purchase within 30 days from installation date.

First Name:

Surname:

Phone No:

E-mail:

Installation address:

Type of project (Residential or Commercial):

Number of slabs:

Fabricator:

Date purchased:

Date Installed:

## SLAB INFORMATION

Colour:

Batch No:

Slab No:

Colour:

Batch No:

Slab No:

Colour:

Batch No:

Slab No:

Colour:

Batch No:

Slab No:

Colour:

Batch No:

Slab No:

I acknowledge having read the Terms & Conditions to the Warranty provided by Teramo Quartz™, and agree to them.

Date:

Name & Surname: