

# Edison Porcelain 15-Year Warranty

Edison Porcelain warrants for 15 years from the original date of installation by a Certified Installer. This warranty applies to Edison Porcelain material that has been permanently installed in your residence or commercial structure. The option to repair or replace the defective materials is at the sole discretion of Edison Porcelain. This 15-Year Warranty is available only to the original owner of a residential or commercial structure in which Edison Porcelain material has been originally installed.

## **TERMS and CONDITIONS:**

1. This warranty applies only to Edison Porcelain materials that have been permanently installed in residential or commercial structures and have not been moved from their original installation. If after or during installation you decide that you do not like the colour or change you selected, that decision is not covered under this warranty. .
2. This warranty does not cover materials and/or services that have not been paid in full.
3. This warranty applies only to materials that have been maintained according to the Edison Porcelain Care & Maintenance instructions. Care & Maintenance instructions are fully incorporated into this warranty by reference.
4. you should contact the company who fabricate or install your job directly within thirty (30) days of the failure of Edison Porcelain materials if you request service under this warranty
5. You must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Owner or a Certified Installer.
6. In the event that Edison Porcelain materials fail due to a manufacturing defect, New Edison Pty Ltd will, at its sole discretion, repair or replace such materials. Edison Porcelain will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact colour match is never guaranteed.

## **EXCLUSIONS:**

1. This warranty does not cover improper use or abuse. Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat, physical or chemical abuse and damage from improper care and maintenance.

2. This warranty does not cover chips or other excessive impact damage in the product.
3. This warranty does not cover scratches. Edison Porcelain materials are very hard and highly scratch resistant but not scratch proof.
4. This warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by Edison Porcelain. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
5. This warranty does not cover any defects that were visible at the time of fabrication or installation and were not reported to Edison Stone prior to fabrication or installation. Fabricators and installers are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
6. This warranty does not cover seam appearance or seam performance, adhesives, caulk or other accessory items. Once the product is installed, the main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Failures caused by these conditions are not considered material defects and are subject to proper care and maintenance by the owner.
7. This warranty does not cover any chemical damage.
8. This warranty does not cover any creative use of the material including bending or curving and that has been milled or reduced in thickness.
9. This warranty does not cover the installation of sinks.
10. This warranty does not cover securing mechanical fasteners directly into the material.
11. This warranty does not cover any failures due to inadequate support for the installation. This includes, but is not limited to, countertop overhangs in excess of the recommendations provided by Edison Porcelain or the general regulation
12. This warranty does not cover any chips or cracks that are a result of "dry" cutting or polishing.
13. This warranty does not cover chips or cracks that are a result of not following the minimum requirements for edge details.
14. This warranty does not cover the altering of any factory applied finish.
15. This warranty does not cover temporary marks such as metal marks, fingerprints or other signs of daily living.