



Granite Surface Warranty Guide

Extraordinary Stone Surfaces

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Thank you for choosing an Extraordinary Stone Surface from F Jones Cleveland.

At F Jones Cleveland we are proud to be the first UK manufacturer to offer a **10 Year Warranty** on all our polished granite surfaces. Your work surface has been manufactured with care, using the latest technology and finished by hand; we are confident it will offer you many years of trouble free enjoyment.

Please read the terms of our Warranty and complete the registration form in order to validate your Warranty.

Warranty

F Jones Cleveland Limited (“the Company”) offers a Warranty in the terms set out below for your polished granite surface:

1. How to use this Warranty

To register for the benefit of this Warranty you must fill in and sign the registration form below and send it within **30 days** following the completion of installation of your granite surface by post or fax to the:

Company’s Customer Service Department,
Riverside Park Road,
Middlesbrough
TS2 1QW,
Fax +44(0) 1642 232337.

2. Warranty

The Company warrants in respect of the installed granite surface against manufacturing defects which are not visible or known at the date of purchase and which show themselves within a period of **ten (10) years** from the date of completion of installation and in addition against staining which has occurred through reasonable, normal proper use as a domestic work top following the guidelines provided below. In the event of a successful warranty claim the Company will use reasonable endeavours to repair or replace the defective component (or the part of the component which is defective if not the whole) with granite as nearly as possible comparable in features to those of the product originally supplied. Variation does and will occur in the pattern characteristics colour and graining in the material as granite is a natural product. Liability cannot be accepted for any disparity in the colour graining or pattern of the material.

3. What Is Excluded from the Warranty.

- 3.1** Any Warranty claim by any person other than the original purchaser. This warranty is not assignable or transferable.
- 3.2** Any Warranty claim other than by a person as a private individual who is registered in all respects in accordance with clause 1 above.
- 3.3** Any Warranty claim outside a period of **ten (10) years** from the date of completion of installation of the granite surface.
- 3.4** Any claim arising wholly or in part from improper use, use of the product for any purpose for which it is not intended, any use other than as domestic work surface or where installation was by a third party not specifically belonging the Company's approved installer scheme at the date of installation.
- 3.5** Any Warranty claim arising wholly or in part from failure to observe the care and maintenance provisions at clause 4 below or from exposure of the product outdoors.
- 3.6** Any Warranty claim arising wholly or in part from any natural disaster or from damage caused by interaction with any product or other cause beyond the Company's control.
- 3.7** Any claim for consequential loss including but not limited to damage to other products or installations or in connection with any additional supplementary repairs in connection with plumbing electricity building or decoration work arising as a result or in connection with any replacement of the granite product.
- 3.8** Any Warranty claim in respect of any matter which is apparent at the date of completion of the installation of the granite surface or which would have been apparent on any reasonable inspection. You will be deemed to have carried out a reasonable inspection of the goods at the time of completion of the installation and in registering for the warranty you confirm that that is the case.
- 3.9** Any Warranty claim where the product supplied is "leather finished" or "textured" granite.
- 3.10** Any Warranty claim subsequent to any repairs and/or manipulations of the product without prior written verification by the Company.
- 3.11** Any claim for loss costs expenses or damages in excess of the physical repair or replacement of the defective product.
- 3.12** Any Warranty claim which is made in excess of **30 days** after the defect or staining has first become evident.
- 3.13** Any Warranty claim which is not accompanied with the original invoice or sales receipt indicating the date of sale and the name of the product installer.
- 3.14** Any Warranty claim involving false incomplete or illegible information.
- 3.15** Any Warranty claim by a registered owner who is outside England Scotland and Wales or where the granite surface is outside England Scotland and Wales.

3.16 Any Warranty claim in respect of a granite surface other than one installed permanently in a residential property.

3.17 Any Warranty claim in respect of any granite product used for vanity units flooring paving or any commercial or external purpose.

4. Care and Maintenance.

For the protection of your granite surface the Company recommends the regular use of the specialist maintenance kit which can be obtained from kitchen retailer. The following information will help preserve the properties of your granite surface. Observance of the care and maintenance schedule here is essential for the continued validity of your Warranty:

4.1 Your granite work surface has been treated with a specialist impregnator as part of the manufacturing process prior to delivery. Extra care should be taken to remove all spills immediately from the surface for the first **three (3) weeks** following installation to allow the impregnator to cure to give maximum protection to the granite.

4.2 Do not place objects recently removed from heat onto your granite surface. Hot oils, sugar etc can cause staining; use a surface designed for such purpose. Granite can withstand elevated temperatures but extreme heat may cause damage.

4.3 Avoid rubbing or knocking objects on the edges of the granite product.

4.4 Do not use abrasive cleaners or scouring powders, stripping agents, caustic soda, bleach, solvents, concentrated disinfectants or chlorine-based products on your granite worktops.

4.5 Do not use grease removers on your granite surface. Remove spills as soon as practical and clean with warm soapy and water and buff dry with a clean, soft cloth.

4.6 Do not carry out any hammering operation or drop any heavy or pointed objects onto your granite surface. Whilst granite is a hard material it can be damaged by mechanical pressure and abrasion. Using your granite worktop as a cutting surface will cause dulling of the polish; we recommend the use of a chopping board.

5. How to Make a Claim.

If you believe that your granite product has a defect or is subject to staining and that such would be covered by the Warranty above please contact the Company's Customer Service Department whose address is set out at clause 1 above:

Telephone +44(0)1642 241195,

Web www.fjonesltd.com.

F Jones Cleveland Warranty Registration Card

Please complete and return to F Jones Cleveland.

Home Owner's Details

Guarantee No:

Date of Purchase: Date of Completion of Installation:

Name:

Address:

Telephone No:

Email Address:

Details of Purchase

Type of Granite:

Retailer:

Address:

Telephone No:

Contact Details:

Authorised stamp or signature of approved installer.

I am satisfied that the granite was of an acceptable quality on completion of installation.

Signed