



Warranty:

This warranty is combined with our Terms and Conditions document.

By purchasing a Crafted Concrete product, you agree to the Terms and Conditions and Warranty as document on our website.

Crafted Concrete is not responsible for labour or installation charges, removal and/or disposal charges of existing bench tops or any other expenses associated with a defective product.

Crafted Concrete do not offer a refund, however we will replace, exchange, or repair a Crafted Concrete product if found structurally defective only. This warranty is valid for 1 year after the installation date, covering major structural defects only. Claims must be viewed and assessed by a Crafted Concrete.

Exclusions

This warranty does not cover:

- furniture
- edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the product being subjected to high heat or damage caused by improper use or abuse including damage from mishandling or misuse, cracking around voids and cut-outs, exposure to ultraviolet light, damage from physical or chemical abuse and damage from improper care and maintenance including, but not limited to, damage caused by cleaning with abrasive substances
- use of the bench top for any commercial purpose
- damage/wear or discolouration to the countertop sealer
- general use wear and tear
- scratches or stains
- chemical damage
- damage due to cleaning products and improper care
- normal wear and tear over time
- damage to the product because it has been fabricated or installed in an improper manner or contrary to any specifications outlined by Crafted Concrete
- any failures to bench tops or cabinetry due to inadequate support or un-level cabinetry for the installation
- the altering of any factory-applied finish
- additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc.

- chipping or pinholes occurring during fabrication or through ongoing use
- areas prone to high wear, including but not limited to sinks, in built features, troughs
- hairline cracking during or after installation
- products that have not been paid in full
- UV damage including sealers or fading of colours overtime
- routine maintenance and minor conditions such as stains, acid etching, revealing of pinholes, and water spots that are a function of proper care and maintenance and which may be corrected by following the techniques specified in the Care Guide

This warranty applies only to bench tops that have been permanently installed in residences and that have not been moved from original installations. Furniture is not covered under warranty.

Your warranty will become void if you:

- alter any factory-applied finish
- have the concrete cut, or changed in any way
- have the bench top worked on by a contractor other than a Crafted Concrete member
- move the bench top from its initial installation
- do not follow the Care Guide

This warranty is not transferable during the warranty period to any subsequent owner or occupant of the residence in which the surface product was originally installed.

The warranty does not apply where the defect is trivial or insubstantial and where the product is installed with known or visible manufacturing defects at time of installation, including but not limited to colour variance or flatness deviation beyond reason.

Any claim under the warranty will not be recognised or accepted, and the warranty does not apply if:

- the claim is not supported by proof of the purchase of the product from Crafted Concrete within one (1) year
- the claim is not made within a reasonable period after the defect in the product would have become apparent to a reasonable person

Special Note:

Concrete bench tops are poured in moulds, therefore when they are removed from the mould, they will have some pinholes or bubbles along with other voids, "character markings", and discolouration's. These may become more pronounced and increase in number as the bench top is polished. These holes will be filled, but with age some further pinholes may appear in the surface. These are not considered manufacturing defects; rather it is a reflection of the ongoing patina of the concrete product. Areas around voids and cutouts are a weak point and are susceptible to cracks. These are not

manufacturing defects and due to the reinforcing used, these cracks are not structural, but rather aesthetic and reflect the organic nature of the concrete.