

FUGENSTONE

Beautiful Stone for your Home

Warranty Terms & Conditions

15-Year Warranty

Fugen UK Ltd offers a 15-year warranty to its customers, ensuring Fugen Quartz products will be free of any defects. This warranty commits Fugen UK Ltd to supply the replacement material only or repair any defective product for a period of 15 years under the terms and conditions herein, with the same characteristics (colour, thickness, etc.) at the same price point, as those of the product purchased by the customer.

Warranty Eligibility

- The warranty is applicable only to defects affecting Fugen Quartz composite materials installed internally in a private residence and maintained in accordance with the Recommended Maintenance & Care Guide.
- The warranty is not transferable, except for new build properties where it covers individuals who purchase the property from the new build supplier.

Warranty Cover Exemptions

- General wear and tear or damage caused by improper use or failure to care for the material in accordance with the Recommended Maintenance & Care Guide.
- This includes exposure to excessive heat, ultraviolet light, force, or abrasive/corrosive substances.
- Edge or surface damage such as chips, scratches, or cracks due to wear and tear or negligence unless caused by a defect in the product. A chip or a scratch is not a defect if caused by external force. Cracks caused by excessive weight, thermal shock, or shifting supports are not covered.
- Known or visible manufacturing defects at the time of installation, including but not limited to, differences in colour, tone, or pattern.
- Issues related to the installation process, or any accessories used with the material.
- Use for anything other than an internal work surface in a private residence, including flooring, walls, commercial use, outdoor installations, use in or around swimming pools, spas, or exposure to chlorinated water.
- Materials not fully paid for, including both Fugen UK Ltd and the fabricator/stone mason who purchased the material.

Additional Warranty Information

- This is the only warranty provided by Fugen UK Ltd for its quartz material.
- The warranty only applies to Fugen quartz composite materials sold in slab format. Each slab is unique and will contain variations in colour and the distribution and appearance of quartz, which are naturally occurring characteristics of the material.
- The warranty is limited to the repair, replacement, or refunding of the material. Fugen UK Ltd reserves the right to replace defective material with other similar materials if the original product has been discontinued. If the material is replaced, the warranty does not cover costs incurred and relating to fabrication and installation of the material. The warranty does not cover any other losses arising out of a defect in the material. Fugen UK Ltd shall not be liable for the transportation cost of replacement material to the customer's home.
- Fugen UK Ltd shall not be liable for personal injury or harm caused in whole or in part by fortuitous events, architectural or engineering designs, structural movements, acts of vandalism, accidents, or force majeure.

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Warranty Claim Procedure

Please do not attempt to repair the issue yourself unless you are an experienced fabricator, as this could affect your warranty.

To file a warranty claim, and before any further involvement from Fugenstone, you must provide the following information:

Date of purchase

Fugenstone Invoice Number

Date of installation

Batch number (if known)

Brief description of the issue

Photos and videos to support the claim

Detailed report from your fabricator including:

- Date of site visit
- Images and description of the issue
- Any actions taken / products used to remedy the problem

Fugenstone will only attend the site upon receipt of the above information and confirmation by professional installers/fabricators that, in their professional opinion based on a physical site visit, the issue is due to a product failure.

Contact Information

Contact Fugenstone at the earliest opportunity by speaking with your representative or contacting us at:

Tel: +44 (0) 1143 491177

Email: enquiries@fugenstone.co.uk

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