

Product Warranty Agreement

SmartStone Systems (The Manufacturer) produces natural and remanufactured stone, and porcelain materials, fixtures and fittings for the purpose of cladding homes and buildings. The product brands include EcoSmart Stone, TechStone and FIBREclad.

The manufacturer warrants its physical products when purchased for the purposes they are designed and marketed for. The manufacturer warrants such physical products produced and sold by the Manufacturer or its authorised agents/distributors for a period of 15 years from date of purchase. Such product shall be installed in accordance with Manufacturers instructions and any installation trades work to clients must be performed by qualified licensed companies or tradespersons.

Product size specifications shall be deemed acceptable within tolerances of plus/minus 0.5mm for 300 series material and plus/minus 1mm for 600 series material. Square shall be within plus/minus 1mm diagonal for 300 series and within plus/minus 2mm for 600 series material. Manufactured corners shall be within plus/minus 1mm at vertical height 300 series, plus/minus 2mm for 600 series and plus minus 1mm square at 300mm from corner apex all series.

Any claims against faulty products and materials shall be accompanied by a full receipt for such works and the trade details of the installation firm who performed such works.

The manufacturer reserves the rights to inspect such projects being the subject of any claim and that they be provided access by its inspectors whenever reasonably necessary. After such inspection and proof of material or fixings defects such works to remedy same shall be borne by the Manufacturer by way of replacing faulty goods or making good to as new standards or full replacement. Such works shall be determined by the Manufacturer or its authorised agents/distributors. Valid claims against faulty product shall be replaced at the expense of the Manufacturer. Valid installation rectification claims shall be covered at the expense of the Manufacturer at a reasonable current trade rate.

This warranty does not cover undue natural wear and tear nor damage by natural or man made accidents or disasters. No responsibility will be taken by the manufacturer for faulty materials not purchased from the Manufacturer, e.g. glues/adhesives/screws etc resulting in future structural faults in a project.

Subject to meeting local Build Code Compliances the Manufacturer reserves the right to improve or upgrade its offerings as deemed necessary whereby some pre-existing materials may become obsolete.

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