COSENTINO®
imagine & anticipate

DEKTON®
by COSENTINO
ULTRACOMPACT SURFACES

LETTER OF WARRANTY

COSENTINO, S.A.U. guarantees DEKTON® by Cosentino products against manufacturing defects for a period of FIFTEEN (15) YEARS as of the date of purchase.

This Letter of Warranty shall only be fully valid if the consumer is registered within 60 days following purchase of the product, as specified in the corresponding paragraph, and submits the original invoice or sales receipt (indicating the date of sale and the name of the product distributor), placing the defective product at the disposal of COSENTINO, S.A.

COSENTINO, S.A.U. reserves the right to not offer the free warranty service if the requirements established in the previous paragraph are not satisfied or if the information provided by the consumer is false, incomplete or illegible.

WHAT CASES ARE INCLUDED IN THE WARRANTY

- The obligation of COSENTINO, S.A.U. for a period of FIFTEEN (15) YEARS to replace the defective product in the terms and conditions specified herein, with the same features (colour, thickness, etc.) as those of the product acquired by the customer.

- This warranty covers DEKTON® By Cosentino ultracompact surfaces destined for two-dimensional applications, such as worktops, facings, and wall and floor coverings that are installed permanently inside/outside the building. It is important that the choice of colour and finish be final before the purchase is fully agreed, since later changes of choice are not covered by this warranty.

- This Letter of Warranty is, in any case, subject to strict observance by the consumer of the instructions of use and maintenance of the DEKTON® by Cosentino product that are specified in the existing manuals for the various product applications.

WHAT CASES ARE EXCLUDED IN THE WARRANTY

- Any type of damage caused directly or indirectly in any type of action, work or intervention by third parties unrelated to COSENTINO, S.A.U., such as: problems caused by an incorrect finish/preparation of the product, by inappropriate installation methods or by any other modification or manipulation of the original DEKTON® by Cosentino product.

- Damage arising from the improper use, including but not limited to (i) use of the product for purposes for which it is not intended; (ii) use of the product in a manner that does not respect applicable technical or security regulations and (iii) non-compliance with the instructions contained in the use and maintenance manual.

- Natural disasters, damage caused by interaction with other products or any other cause that is beyond the control of COSENTINO, S.A.U.

- Cracks developed in the tops after installation. Therefore, cracks in the material are not considered faulty material. Main causes of cracking are movement or settlement, excessive weight being placed on the tops, or the result of induced mechanical stress on the material after installation.

- Chipping. This is not the result of faulty material but the consequence of rubbing or knocking objects on the edges of the bench top surface.

- Any consequent or unforeseen damage, loss or expense, aside from the product itself, including for information purposes but not limited to them, damage to other products, installations or additional or supplementary repairs in connection with plumbing, electrical or masonry work that may be necessary in order to repair or replace the DEKTON® by Cosentino product covered by this warranty, are exclusively excluded from this warranty and shall be the exclusive responsibility of the consumer.

- Likewise, this warranty expressly excludes any detriment that may arise from the time of the appearance of the covered defect, including that caused during the process of filing and handling of the claim, and during the entire period in which the product is being replaced. This exclusion is extended to cover any detriment, including loss of earnings, that may be caused to trading, commercial, professional or merely residential activities that the consumer, purchaser of the product or any third party may suffer.

- Damage that may be caused by deficiencies or omissions in the technical projects on which construction of the buildings where the DEKTON® by Cosentino product installed is based.

- Differences between samples and photographs of any DEKTON® by Cosentino products and the real product purchased are also excluded. Furthermore, marks produced by the material's own components and polish defects are also excluded, given that under no circumstance does COSENTINO, S.A.U. commercialise products presenting said defects for whatever reason.

- This warranty shall no longer be valid in the event of repairs and/or manipulation of the product without due verification by COSENTINO, S.A.U.

- This warranty only covers replacement of the defective product with another of similar characteristics (colour, thickness, etc.) as the one acquired by the customer unless this is impossible owing to its discontinuation. It will be replaced, by the most similar available at that time.

HOW TO USE THIS WARRANTY

To be effective, the warranty must be activated at DEKTON® by Cosentino website http://warranty.cosentino.com On this website, data needed for registration is requested, from the point of sale and/or stone mason and the client, for this reason we recommend that the client activation takes place directly at the point of sale or at the stone masons.

At the end of the process, the client shall receive an e-mail with a copy of the warranty certificate.

HOW TO FILE A CLAIM

If you believe that your DEKTON® by Cosentino product has a defect and you wish to file a claim in accordance with this warranty, please contact the COSENTINO, S.A.U. Customer Service Department by fax, e-mail and/or letter, or by phone, indicating your warranty number, at the following:

Cosentino, S.A.U.
Carretera Baza-Huercal Overa km 59
04850 Cantoria (Almería)
Tfno: +34 902 44 41 75
Fax: +34 950 44 42 26
Web: www.dekton.com

WHAT COSENTINO S.A.U WILL DO IF THE PRODUCT HAS A DEFECT

If a defect occurs to the DEKTON® by Cosentino product under the terms and conditions of this warranty, COSENTINO, S.A.U., following appropriate verification, shall replace the material necessary to produce the DEKTON® by Cosentino product.

Since COSENTINO, S.A.U. does not actually make worktops, but supplies the material for the boards, in the event of the conditions being fulfilled for application of the warranty offered by Cosentino, all the material required will be provided to replace the worktop; however, the cost of manufacturing and installing the product will not be covered by COSENTINO, S.A.U.

COSENTINO, S.A.U. is authorised to grant warranties for DEKTON® by Cosentino ultracompact surfaces.

REGISTER OF WARRANTY

Visit **http://warranty.cosentino.com** and follow these steps to register your **Dekton® by Cosentino** warranty.

1. In the left box, please select **who is resgistering** the warranty and, in the right box, **who has made the actual purchase**.
2. Input the **ID cumbers provided by the Store.** Place the ID number of the fabricator/stonemason in the left box and the ID number for the kitchen studio in the right box.
3. Fill in **end user details and information about the worktop.** Its important to fill the email field in order to receive the warranty confirmation
4. **Include the invoice/proof of purchase.** If should include: kitchen store data, customer data, worktop brand, colour worktop and invoice date.
5. Finally, Cosentino complies with its obligation to protect your personal details. Please tick to confirm these final boxes. **Your 10-year Dekton® by Cosentino warranty has been registered!**

1 Welcome, you are

- ○ Kitchen Studio
- ◉ Fabricator
- ○ Designer / Interiorist
- ○ End User

Worktop requested by:

- ○ Promoter / Builder
- ○ End User
- ◉ Kitchen Studio

2

Fabricator Identification number:

Check Fabricator ID

Kitchen Studio Identification number:

Check Kitchen studio ID

3

Buyer's Details

Surname

Name:

Address

Postcode

City/town:

Province:

Telephone number:

Email address:

Worktop's Details

Brand: Dekton

Colour:

Texture:

Invoice Date:

4

Purchase invoice copy:

Select file No file selected

DEKTON®

ULTRACOMPACT SURFACES

www.dekton.com

COSENTINO
imagine & anticipate

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