

WARRANTY TERMS & CONDITIONS



SUSTONABLE

The Circular Design Surface

WWW.SUSTONABLE.COM



The Circular Design Surface

Thanks to its cutting-edge technology **Sustorable** brings to your home the **only truly sustainable composite stone material, mixing a unique combination of natural stone and recycled PET plastic.**

We have succeeded in offering a **more ecological surface** that never compromises the quality expected from **Sustorable Circular Design Surface.**

100% recyclable, free of hazardous chemicals, unlimited design options, and high tech qualities make **Sustorable** surfaces the best choice for creating authentic eco-conscious spaces.

Due to our **rigorous manufacturing method**, all of our slabs are carefully produced to maintain the same detail and quality. **Sustorable** is a **versatile product**; it can be used for **kitchen countertops, bathroom wall panels, vanity tops, backsplashes, worktops, tabletops, and bars.** It perfectly fits any project that needs to be perdurable, resistant, elegant, and mindful of the environment.

We hope you enjoy **Sustorable Circular Design Surface** and feel proud of contributing to cleaning up our oceans of plastic waste. We are pleased to say that **we recycle 100 PET plastic bottles per m² of Sustorable surface created.**

Thank you for collaborating in keeping the Earth clean and healthy.

Sustorable Team

WARRANTY TERMS & CONDITIONS

10 YEARS WARRANTY

Sustorable offers a ten years limited warranty for every purchaser of Sustorable Circular Design surfaces. This Warranty protects the customer from any manufacturing flaws impairing Sustorable materials.

This guarantee is legitimate **for ten years after installation**, except for those cases where the Maintenance and Care Instructions have not been followed accordingly.

1 REPLACE

Sustorable Warranty binds the company to replace any defective material free of charge, always under the terms and conditions contained within this document.

Sustorable will replace the product with the same features as those of the product acquired by the customer but, in case the product guarded under this guarantee has been discontinued, **Sustorable** reserves the right to replace the defective material with similar properties.

2 WARRANTY REGISTRATION

Sustorable Warranty only covers registered purchasers. To register the **Sustorable ten years Warranty**, the customer has three months from the invoice date.

Customers can register through the contact form published here:

www.sustorable.com/warrantyregistration.

Sustorable Warranty is personal and non-transferable, and it is only applicable to the customer disclosing their data in the mentioned form.

In the event of a property with **Sustorable** materials is sold, the company considers the purchasing contract as an invoice.

Please note the products not paid entirely are excluded from this warranty.

3 ASSISTANCE

If you need to receive assistance, please visit the business where the product was purchased or contact **Sustorable Customer Service** directly. Please remember to present a copy of the Warranty and the proof of purchase or send it to customerservice@sustorable.com.

Please take into account that **Sustorable Accredited Staff** could require access to your property to inspect the supposed faulty material and take pictures if needed.

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4 WHAT SUSTONABLE DOES NOT COVER

Damages caused by:

- Excessive heat
- Elements (rain, thunder, wind...)
- UV light
- Physical misuse
- Inappropriate chemical treatment
- Impact damages
- Improper installation methods: any damage caused by any work carried out by third parties not related to Sustonable will not be covered
- Incorrect use of the product (e.g., products placed outdoors)
- Incorrect care and maintenance

And also:

- Variations in color, shade, shine, or structure in the material originated from natural changes over time: please note the choice of color and finish must be chosen before concluding the purchase since Sustonable Warranty will not cover any subsequent modification of any of these choices.
- Defects due to inappropriate handling, cutting, or installation: if Sustonable

original product is manipulated, it will not be covered.

- Products with known or evident manufacturing defects in the course of the installation.
- Additional costs associated with other repairs or adjustments.
- Transportation costs attributable to replacement material to the customer's property.
- An undesired event that results in physical harm or damage to the property, totally or partly.

5 WARRANTY RIGHTS

Sustonable solely provides this Warranty for its Circular Design surfaces. Only **Sustonable** is entitled to give any guarantee assurance involving **Sustonable Circular Design** products.

This **Warranty** is valid in any country where Sustonable products are sold.

This Warranty **does not reduce consumer and user rights** provided under the legal Warranty.



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