

Clearstone Coating 10 Year Warranty



CLEARSTONE

TERMS AND CONDITIONS

1. We give the Warranties in relation to the Product set out in these terms and conditions and no other warranties.
2. The Product comes with all guarantees that cannot be excluded under the Australian Consumer Law.
3. The benefits given under this Warranty are in addition to any other rights and remedies to which consumers may be entitled under the Australian Consumer Law.
4. These Warranties will only come into effect if:
 - 4.1. the Product is applied by an approved, certified, Clearstone Coating applicator in accordance with the Clearstone Manual; and
 - 4.2. application of the Product is registered with us.
5. Subject to the conditions set out below, the Product is warranted by Us for the Warranty Period to be free from defects for normal domestic and commercial use.
6. We also warrant for the Warranty Period that:
 - 6.1. the Product is manufactured to the highest standards using only the best quality ingredients;
 - 6.2. if the Product is properly applied then the Stone will not suffer from staining or etching; and
 - 6.3. if the Product is properly applied then the Product will not cause cracking or flaking.
7. This Warranty does not cover:
 - 7.1. any damage to the Stone due to impact or water damage;
 - 7.2. delamination due to chemicals, oils or residues of any kind within the Stone or delamination due to oils leeching from silicon applied to the Stone;
 - 7.3. loss of surface transparency or the Stone becoming cloudy due to scuffing, scratching, surface grime or fogging caused by appliances such as air conditioning; or
 - 7.4. deterioration of the Stone as a result of normal wear and tear or misuse.
8. This Warranty is given by:
Clearstone Holdings Pty Ltd. ACN 617081875
8 Kinka Road, Duffys Forest, NSW 2084, Australia
Email: info@clearstone.com.au
9. To make a warranty claim, contact Us and quote your name, the name of the approved applicator and the reference number provided by the applicator.

10. Definitions:
In these terms and conditions:
 - 10.1. "Australian Consumer Law" means the Competition and Consumer Act 2010 (Cth).
 - 10.2. "Coating" means the Clearstone Coating applied to the Stone.
 - 10.3. "Domestic Use" means the use of the Product for personal, domestic or household purposes.
 - 10.4. "Product" means Clearstone Coating.
 - 10.5. "Stone" means the surface material to which the Coating is applied.
 - 10.6. "Us" and "We" means Clearstone Holdings Pty Ltd
 - 10.7. "Warranty" means the warranties in relation to the Product set out in these terms and conditions.
 - 10.8. "Warranty Period" means the period of 10 years from the date of application of the Coating.

A Note on Delamination

The Clearstone 10 Year Manufacturer's warranty does not cover delamination due to stone contamination or applicator error.

Delamination is not typically an issue with Clearstone Coating - it is usually the way in which the stone has been prepared or due to applicator error. Delamination occurs when the stone is contaminated with silicone, oil, grease, detergents, waxes and polishes, sealers that contain acidic silicones, manufacturing treatments, installer treatments and dust.

Some stones have natural oils within the stone – stones such as Nero Marquina are naturally oily and are susceptible to delamination.

Further, there are many chemicals not visible to the naked eye that may be present in the stone and difficult to detect.

All natural stone has been in the ground for millions of years prior to being quarried. Every stone and every stone surface is unique and will contain some degree of contamination.

Clearstone can act as a poultice, drawing contaminants to the surface, which may cause delamination many months after application.

Delaminations can be repaired by a Certified Clearstone Applicator. Once a repair has been made by a Certified Clearstone Applicator, further delaminations are unusual as contaminants have been drawn out by Clearstone. Fees and charges may occur to repair a delamination.

Please refer to the 10 Year Clearstone Warranty above for a comprehensive description of the warranty.