



15 YEAR LIMITED RESIDENTIAL WARRANTY

Purchaser's Name: _____

Address of Installation: _____

(In the event of a sole proprietorship or partnership, the identity number/s of the proprietor/partners is required)

Meraki Fabricator / Installer: _____

Date of Installation: _____

Colour: _____

Batch No: _____

RESIDENTIAL WARRANTY

Meraki Granite Tops, Reg No. [registration number] ("the Distributor") hereby furnishes a limited warranty ("the warranty") to any purchaser of Meraki quartz products ("the product") that the products will be free from manufacturing defects for a period of 15 years from date of installation.

FOR THE AVOIDANCE OF DOUBT

- 1) The warranty is available only to a person (natural or juristic) who was the owner of a residential property at the time when the product was originally installed ("the Purchaser");
- 2) Residential property shall relate to any location which is a private property subject to residential or other residence applications.
- 3) Residential installations shall relate to all surface installations in a residential property.

TERMS & CONDITIONS

This warranty shall:

- 1) Only apply to products which were installed in a residential property after 1 September 2016;
- 2) Expire upon transfer of ownership of the structure to any third party or after a period of 15 years from date of installation has elapsed, whichever is earlier;
- 3) Not be valid in instances where the product has not been paid in full; and
- 4) At all times be subject to the terms and conditions herein contained.

THIS WARRANTY SHALL APPLY FOR INTERIOR USE AND ONLY WHEN THE PRODUCT IS

- 1) Correctly installed
- 2) Maintained in accordance with the guidelines of care and maintenance which form part of this warranty
- 3) Used solely for the specific purpose of countertops and/or wall cladding
- 4) Permanently installed and has not been moved from the original installation
- 5) The Distributor shall only be responsible for proven manufacturing defects in the product, which shall be determined by the Distributor in its sole and absolute discretion. The Distributor shall have the right at all times to examine the purportedly defective product and its installation and maintenance. Any remedy against the Distributor shall be, at the Distributor's sole discretion, to either replace the defective product with equivalent product or refund the purchase price. The warranty is exclusive and in lieu of any other warranty expressed or implied, including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether expressed or implied, and all other liabilities or obligations on the part of the Distributor or Meraki Granite Tops. Under no circumstances will the Distributor be liable for direct, indirect, general, special, incidental, consequential, or other damages of any kind whatsoever, regardless of the cause of such damage.

EXCLUSIONS – THIS WARRANTY DOES NOT COVER:

- 1) Any costs or expenses incurred or relating to the removal and/or reinstallation of the product, or replacement of the product, and/or transportation costs, loss of profit or any other related expenses
- 2) Flooring applications
- 3) Any outdoor applications
- 4) Instances where the product was or is used improperly or abused, or has otherwise suffered impact damage
- 5) Scratches
- 6) Routine maintenance

- 7) Improper installation
- 8) Any chemical damage
- 9) Any creative use of material, including bending and curving
- 10) Material that has been milled or reduced in thickness
- 11) The altering of any factory-applied finishes
- 12) Natural variations in colour, size, shape and distribution of the pattern of the natural quartz, or natural variations in background tone
- 13) Spots or blemishes which are inherent in the manufacturing process and do not affect the structural integrity of the material
- 14) Instances where the product batch or logo has been removed – removing such information will void the warranty

CARE & MAINTENANCE

LOOKING AFTER YOUR MERAKI QUARTZ SURFACE

Meraki quartz surfaces are durable and elegant engineered surfaces. The surface requires minimal but routine maintenance to remain looking as good as the day it was installed. To clean your Meraki quartz surface, we recommend using warm water and a mild detergent, or a spray-and-wipe type cleaner, to ensure the surface can be enjoyed for years.

HEAT TOLERANCE OF YOUR MERAKI QUARTZ SURFACE

Meraki quartz surfaces are resistant to heat and are not affected by temperatures lower than 100°C. The surface is liable to damage from sudden and rapid temperature changes. We recommend that hot pots and pans are never placed directly on the surface, but on hot pads or trivets. This also includes placing heat pads under electric frying pans, crock pots and countertop roasting ovens.

MAINTENANCE

Meraki quartz surfaces are hard and non-porous and require no sealing. A mild detergent or soap with warm water is all that is required to keep the surface clean. If necessary, stubborn marks or dried spills can be removed with a non-abrasive cleaner and a non-scratch Scotch-Brite® cleaning pad, then rinsing the surface well with water.

SCRATCH RESISTANCE

Meraki quartz surfaces are highly scratch resistant, but please avoid abuse of the surface by refraining from direct use on the surface of sharp objects such as screwdrivers and sharp knives.

CHEMICAL CLEANING AGENTS TO AVOID

Please remember that, like any surface, a Meraki quartz surface can be permanently damaged if exposed to strong chemicals and solvents that are able to damage its physical properties. Never clean your quartz surface with products like paint removers or strippers that contain Trichloroethane or Methylene Chloride. Avoid the use of highly aggressive cleaning agents such as oven cleaners or dishwasher polishing agents with a very high alkaline or pH level (pH 8.5 or higher). Products containing oils and powders may leave a residue and should be rinsed off thoroughly. Should your quartz surface be exposed to any of these damaging products, it should be rinsed off with water immediately to neutralise the effect.

PROCEDURAL ASPECTS IN RESPECT OF THE WARRANTY

In order for the warranty to be effective, it is essential that the purchaser ensures that this warranty is fully and accurately completed by the purchaser. Prior to doing so, it is incumbent on the purchaser to ensure he or she is satisfied with the product and the installation thereof. Furthermore, it is incumbent on the purchaser to ensure that the original document headed "15 YEAR LIMITED RESIDENTIAL WARRANTY" has been read, understood and accepted, and that the completed warranty registration is returned to the Distributor within 28 days of the installation.

The completed warranty registration should be returned to the Distributor by email to the following address:

hello@merakigranite.co.za. Upon receipt of the warranty registration by the Distributor, acknowledgment of the registration will be sent back to the email address from which the registration was sent. This acknowledgment will serve as proof of registration.

IN ORDER TO ACTIVATE THE WARRANTY, ALL FIELDS OF THE ABOVE DOCUMENT MUST BE COMPLETED.

