



A Subsidiary Company of Hafary Holdings Limited

# General Warranty Terms & Conditions

 **Matic**  
*for Matic in Residences*



## **10 Year Limited Residential Warranty** *for Matic Sintered Surfaces*

Subject to the terms and conditions contained herein, Melmer Stoneworks Pte Ltd warrants to the purchaser and residential owner-occupants of installed Matic products that for a period of ten (10) years from the date of installation of the Matic products in the original customer's residence, that the Matic material will be free from manufacturing defects and perform in service when properly installed and maintained.

All decisions regarding the warranty are at the sole discretion of Melmer Stoneworks Pte Ltd.

If a manufacturing defect occurs during the warranty period, Melmer Stoneworks Pte Ltd will at its option, repair or replace the defective Matic material.

This warranty is limited to the purchaser of Matic products and is non-transferable.

### **1. What this 10 Year Limited Warranty covers**

- 1.1. This limited warranty covers Matic products that have been purchased and installed by Melmer Stoneworks Pte Ltd only.
- 1.2. This warranty solely covers Matic products that have been permanently installed in the interior of residences for countertop usage only. The warranty will be void if the installation has been moved from its original position.
- 1.3. Melmer Stoneworks Pte Ltd may repair or replace the defective Matic product within the 10-year warranty period, but such replacement products must contain the same characteristics (same colour, thickness and etc.) as the defected products purchased by the consumer. Should this product be discontinued or unavailable for any reason, then the defected product will be replaced by Matic product with similar characteristics.

## **2. What this 10 Year Limited Warranty does not cover**

- 2.1. Any damage caused by actions taken by third parties not related to Melmer Stoneworks Pte Ltd, such as problems caused by incorrect finish/ preparation of the product, by improper installation methods, or other modification or manipulation of the original Matic product.
- 2.2. Any laminations applied to the Matic product;
- 2.3. The milling of the Matic product, including milling of grooves or drainage channels;
- 2.4. The use of adhesives (including ridged adhesives), caulking materials, or mechanism fasteners upon the Matic product;
- 2.5. The performance or appearance of a joint;
- 2.6. Wear and tear on the Matic product, improper use or abuse, excessive force or abrasive or corrosive substance.
- 2.7. This limited warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Matic product.
- 2.8. A crack is not a defect if it is caused by excessive weight being applied to the surface (such as someone standing or sitting on the Product);
- 2.9. Caused by thermal shock such as placing a hot object directly on the Product;
- 2.10. Caused by inadequate support being used under the Product;
- 2.11. Caused by supports used under the Product moving or shifting;

- 2.12. Colour samples provided to interior designers/ contractors, consumers (owners), dealers and fabricators are only representative and not an exact replication of what will be installed. If during or after the installation, the interior designer/ contractor/ owner decides that the colour selected is not to his/her preference based on personal opinion, such a decision is not covered under warranty.
- 2.13. A chip or a scratch is not a defect if caused by external force, unless Melmer Stoneworks Pte Ltd considers the force to be negligible.
- 2.14. The Matic warranty is limited to the repair or replacement of the Matic product. If the product is replaced, the warranty does not cover costs incurred and relating to dismantling, installation, milling, joining, fitting or laminating the Product. The Matic warranty does not cover any other losses arising out of a defect in the Product.
- 2.15. This warranty does not cover materials and / or service that have not been paid in full.

### **3. When the 10 Year Limited Warranty does not apply**

- 3.1. The Matic warranty does not apply if the Product is used as flooring;
- 3.2. Used in or around swimming pools, spas or other places where it may be exposed to chlorinated water;
- 3.3. Improperly installed;
- 3.4. Installed by a person who is not professionally qualified to install the Product, or who is not licensed to perform the installation work under the law applicable to the place of the installation.
- 3.5. This warranty does not cover any residence where the owner is not the occupant.
- 3.6. This warranty does not cover use for any commercial purposes, which includes but is not limited to, use in a retail store, rental properties or any other place of business.

#### **4. How to make a Warranty Claim**

If you believe that there is a defect in your Matic product, and wish to make a claim under this warranty, you must do so by fax, email, letter or by telephone by contacting Melmer Stoneworks Pte Ltd at:

##### **Melmer Stoneworks Pte Ltd**

18C Sungei Kadut Street 4 Singapore 729066

Tel: (65) 6362 0308/ 6362 1008

Fax: (65) 6363 1268

Email: [enquiry@melmerstoneworks.com](mailto:enquiry@melmerstoneworks.com)

Website: [www.melmerstoneworks.com](http://www.melmerstoneworks.com)

To obtain service under this warranty, you must permit Melmer Stoneworks Pte Ltd to inspect your Matic product at your residence. Also, you must reasonably cooperate with Melmer Stoneworks Pte Ltd in their efforts to service this limited warranty.

All obligations of Melmer Stoneworks Pte Ltd under this warranty are contingent upon Melmer Stoneworks Pte Ltd being provided proper notice by the purchaser covered by the warranty and a reasonable opportunity for Melmer Stoneworks Pte Ltd to perform. Your failure to allow for an inspection will void this warranty.