



A Subsidiary Company of Hafary Holdings Limited

General Warranty Terms & Conditions

for MS Quartz in Residences

General Warranty Terms & Conditions (for MS Quartz in Residences)

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

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

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

The 10-year period is only applicable to products sold and registered after 1st May 2019.

1. What this 10 Year Limited Warranty covers

- 1.1. This limited warranty covers MS Quartz products that have been purchased and installed by Melmer Stoneworks Pte Ltd only.
- 1.2. Melmer Stoneworks Pte Ltd may repair or replace the defective MS Quartz 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 MS Quartz product with similar characteristics.
- 1.3. Subject to the limitations stated herein, this limited warranty covers products that have been maintained according to the MS Quartz Care and Maintenance set forth on the last page of this Letter of Warranty.

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 MS Quartz product.
- 2.2. Any laminations applied to the MS Quartz product;
- 2.3. The milling of the MS Quartz product, including milling of grooves or drainage channels;
- 2.4. The use of adhesives (including ridged adhesives), caulking materials, or mechanism fasteners upon the MS Quartz product;
- 2.5. The performance or appearance of a joint;
- 2.6. Wear and tear on the Ms Quartz product, the exposure of the product to heat or direct Ultra Violet (UV) sunlight, 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 MS Quartz 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. Emanates from a cut-out section of the Product (such as a cut out area for a sink, hotplate and etc.) Cracks of this type as caused by cut-out are not defects of the Product.
- 2.13. A chip or a scratch is not a defect id caused by external force, unless Melmer Stoneworks Pte Ltd considers the force to be negligible.

- 2.14. The MS Quartz warranty is limited to the repair or replacement of the MS Quartz 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 MS Quartz warranty does not cover any other losses arising out of a defect in the Product.

3. When the 10 Year Limited Warranty does not apply

- 3.1. The MS Quartz warranty does not apply if the Product is used as flooring;
- 3.2. Used in any outdoor application where it is exposed to weathering or Ultra Violet (UV) radiation;
- 3.3. Used in or around swimming pools, spas or other places where it may be exposed to chlorinated water;
- 3.4. Used adjacent to any type of fireplace;
- 3.5. Improperly installed;
- 3.6. 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.

4. How to make a Warranty Claim

If you believe that there is a defect in your MS Quartz 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

28 Loyang Crescent Singapore 508900

Tel: (65) 6362 0308

Fax: (65) 6363 1268

Email: enquiry@melmerstoneworks.com

Website: www.melmerstoneworks.com

To obtain service under this warranty, you must permit Melmer Stoneworks Pte Ltd to inspect your MS Quartz 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.