

STONE SLAB LIMITED LIFETIME WARRANTY

Warranty Certificate

Thank you for choosing Avila Stones. We are committed to providing premium-quality stone surfaces that deliver exceptional beauty, durability, and performance.

This Limited Warranty applies to Avila Stones slabs installed in residential and commercial applications and is subject to the terms and conditions outlined below.

To ensure we can offer you the best possible support for your new purchase, we recommend you fill out and submit the warranty registration form provided at the end of this document.

Should you have any queries or encounter any issues with your new Avila Stones, our customer service team is ready to assist you.

Best Regards,

Avila Stones

Avila Stones 10 Years Product Warranty

1. WARRANTY COVERAGE

Avila Stones warrants that its stone slabs will be free from manufacturing defects under normal use and service for a period of: 10 years

Residential Applications

Limited Lifetime Warranty for the original purchaser.

Commercial Applications

10-Year Limited Warranty from the date of installation.

Should a manufacturing defect be identified during the warranty period, Avila Stones will, at its sole discretion.

- Repair the affected area;
 - Replace the defective slab with a comparable product; or
 - Refund the original purchase price of the defective material.
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2. WHAT IS COVERED

This warranty covers:

- Manufacturing defects in the slab material.
 - Structural defects resulting from the manufacturing process.
 - Material failure under normal and intended use.
 - Defects that impair the functionality of the stone surface.
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3. WHAT IS NOT COVERED

Natural Variations

Stone products may exhibit variations in:

- Colour and shade.
- Veining and pattern.
- Surface texture.
- Natural markings and inclusions.

These characteristics are inherent to stone products and are not considered defects.

Damage Resulting From:

- Impact, abuse, or misuse.
- Scratches, chips, cracks, or fractures.
- Excessive force or weight.
- Structural movement of cabinetry, walls, floors, or buildings.
- Improper handling during transportation or installation.
- Exposure to extreme heat or thermal shock.
- Improper cleaning or maintenance.
- Use of harsh chemicals, solvents, acids, or abrasive cleaners.
- Alterations, modifications, or repairs by unauthorised persons.
- Acts of nature including fire, flood, earthquake, storm, or other natural disasters.

Additional Exclusions

This warranty does not cover:

- Labour costs associated with removal or reinstallation.
- Transportation costs.
- Temporary accommodation or business interruption expenses.
- Products installed outdoors unless specifically approved by Avila Stones.
- Damage caused by improper installation practices.

4. CARE AND MAINTENANCE REQUIREMENTS

To maintain warranty coverage, owners must:

- Clean surfaces using mild soap and water or approved stone cleaners.
- Use cutting boards when preparing food.
- Use trivets or heat-resistant pads under hot cookware.
- Avoid standing or sitting on benchtops.
- Avoid dropping heavy objects onto the surface.
- Promptly clean spills and contaminants.

Failure to follow proper care and maintenance procedures may void this warranty.

5. WARRANTY CLAIM PROCESS

To make a warranty claim, customers must provide:

1. Proof of purchase.
2. Installation invoice.
3. Photographs of the alleged defect.
4. Detailed description of the issue.

Claims should be submitted to and must be made within **30 Days** installations.

Avila Stones

Phone: 1300 284 527

Email: contact@avilastones.com.au

Address: 10 Fleet Street, Somerton VIC 3062

Avila Stones reserves the right to inspect the product prior to approving any claim.

6. LIMITATION OF LIABILITY

The maximum liability of Avila Stones under this warranty shall not exceed the original purchase price of the affected material.

Avila Stones shall not be liable for any indirect, incidental, consequential, or special damages arising from the use or inability to use the product.

Replacement material may differ slightly in colour, pattern, or finish due to natural production variations.

7. AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights and remedies under Australian Consumer Law.

To register your 10 Years Avila Stones Surface Warranty, please complete this form and email to contact@avilastones.com.au.

CUSTOMER DETAILS

Name: _____

Address of Job: _____

Phone: _____

Email: _____

Avila Stone Name: _____

Builder Name: _____

Stone Mason Name: _____

Stone Mason Phone: _____

Stone Mason Email: _____

Date of Installation: _____

Invoice Number: _____

Please circle which area the stone was affected for claim

Kitchen Benchtop

Bathroom Vanity/benchtop

Kitchen Splashback

Laundry

Bathroom Vanity

Other

A brief description of defect:

AUTHORISATION

Customer Signature: _____

Date: _____

Authorised Representative: _____

Date: _____

AVILA STONES
Stones Redefined.

Any Questions? If you require any advice on caring for your Avila Stones product or have any technical enquiries, please call us or visit us on the numbers or address below relevant to your state of residence.

Somerton

10 Fleet Street
Somerton, VIC 3062
PH: 1300 284 527
email: contact@avilastones.com.au

Truganina

6/2 Infinity Drive
Truganina, VIC 3029
PH: 1300 284 527
email: contact@avilastones.com.au

Thank you for choosing Avila Stones.

Best Regards,

Avila stones.