



Gen Stone Warranty

Porcelain Surface



15-Year Product Warranty

Warranty Terms

1. Gen Stone provides this Warranty subject to the terms outlined in this document.
2. Subject to the exclusions in Clause 6, Gen Stone warrants that the Product will remain free from manufacturing defects for a period of up to 15 years from the date of installation, unless removed, altered, or replaced.
3. This Warranty covers defects associated solely with the manufacturing of the Product and does not extend to services such as fabrication, installation, or associated workmanship.
4. The Warranty applies only to the original purchaser and is non-transferable to subsequent property owners or purchasers.
5. Coverage applies only when the Product is used within its intended scope and maintained according to the Gen Stone: Care and Maintenance guide.
6. Warranty Exclusions

This Warranty does not cover defects or damage resulting from:

- Fabrication, installation, or transport-related issues occurring before installation.
- Improper use, including applications other than benchtops or splashbacks (e.g., flooring, outdoor installations, swimming pools, or exposure to ultraviolet radiation, chemicals, flames, or excessive heat).
- Failure to follow care guidelines, as outlined in the Gen Stone Care and Maintenance Guide.
- Mishandling or misuse, including impacts, excessive force, or improper cleaning techniques.
- Natural variations in pattern, color, background tone, mineral distribution, or reflectivity. Each slab is unique, and variations are inherent to the manufacturing process.

7. Acceptable Variations- Each Gen Stone Porcelain Surface is crafted from natural materials, making every sheet unique.

- Variations in print colour, background tone, and reflectivity are normal and expected.
- Samples and photographs serve as references only and may not perfectly match the actual product.
- Irregularities contrasting the background colour are acceptable up to ± 3 mm.
- Book match and vein match variations are expected, with a deviation of ± 15 mm per vein considered standard.

8. Cleaning Requirements

For detailed care instructions, visit the Gen Stone Porcelain Surface Care & Maintenance page at <https://genstone.com.au>.

9. Authenticity Verification

Each genuine Gen Stone Porcelain Surface slab is stamped on the back with a batch code and unique serial number to verify authenticity. Beware of imitations and ensure that an authentic Gen Stone Porcelain Surface is used in your installation.

10. How to Claim Your Warranty

To register your warranty, complete the Gen Stone Porcelain Surface warranty form with proof of purchase.

Registration must be completed within 60 days of purchase, or the warranty will be voided.

11. Remedies Under This Warranty

Gen Stone's liability under this Warranty is limited and may include:

1. Replacement of the Product, or
2. Refund for the original purchase price of the Product.

Gen Stone does not manufacture worktops or other applications; it provides the material for their fabrication.

If replacement material is provided under warranty, preparation and installation costs are not covered. If a replacement is issued, the 15-year limited warranty period resets from the date of replacement at Gen Stone's sole discretion.



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