

Granite is a natural product, formed millions of years ago deep below the Earth’s surface in a violent and uncontrolled way. It is quarried from the ground and every single piece is unique with its own quirky characteristics and colouring. By the time it reaches your kitchen, it has undergone numerous processes to give it the finish of your choice and it should remain serviceable for many years if treated correctly. We apply an anti-stain impregnator called “Dry Treat” before the material leaves the factory. This provides superior protection and is a “once only” application providing oil and water repellence by using deep penetration with permanent bonding.

**Warranty for Granite**

Midland Stone Centre Ltd guarantees the owner of the installed granite against staining for a period of 15 years from the date of purchase. Please keep the invoice, as proof of purchase from Midland Stone Centre Ltd will be essential.

**What is included**

The obligation of Midland Stone Centre Ltd to replace the defective material with the same colour and thickness (subject to availability) or similar approved. The warranty is subject to strict observance of the Care Guide (attached) and usage of the product.

**What is excluded**

1. Any form of impact damage.
2. Scratching by harder objects or cuts into the polished surface.
3. Damage caused by repetitive chopping or cutting in the same spot.
4. Cracks from excessive heat and Thermal Shock.
5. Damage by chemical spillage of substances (particularly caustic oven cleaners).
6. Breakage due to failure of support provided by furniture, particularly around appliances.
7. Breakage or bending caused by movement in furniture or surrounding structure.
8. Damage by improper use and exceeding the technical expectations of the material.
9. Differences between samples or photographs of the material to the real material purchased.
10. Damage to surrounding surfaces as a result of replacement, including but not limited to paintwork, plasterwork, wallpaper and general décor.
11. Any plumbing or electrical work required for replacement.
12. Repair of any dilapidated furniture exposed by replacement.
13. Damage by interaction with other products beyond the control of Midland Stone Centre Ltd.
14. Damage caused by action or work by other parties unrelated to Midland Stone Centre Ltd.