

# Letter Warranty 25 Years



# Letter of Warranty

---

**COSENTINO, S.A.U. guarantee the registered owner of the installed SILESTONE® by Cosentino® product against any manufacturing defects for a period of TWENTY-FIVE (25) YEARS from date of purchase. Please keep your proof of purchase.**

This Letter of Warranty shall have full validity only when the consumer has registered within 60 days of purchase of the product, as indicated in the corresponding section, and when the consumer submits the original invoice or sales receipt (indicating the purchase date and name of the dealer of the product). The consumer shall send the defective product to COSENTINO, S.A.U. In order to be effective, this warranty must be registered online on the website <http://www.warranty.cosentino.com>

COSENTINO, S.A.U reserve the right not to offer the free warranty service if the requirements set forth in the preceding paragraph are not met, or if the information provided by the consumer is false, incomplete or illegible.

## What the Warranty Covers

The warranty obligates COSENTINO, S.A.U. to replace or repair any defective product for a period of TWENTY-FIVE (25) YEARS under the terms and conditions contained herein, with the same characteristics (colour, thickness, etc.) as those of the product purchased by the customer.

This warranty covers SILESTONE® by Cosentino® quartz surfaces, designed for two-dimensional applications such as countertops, cladding, walls and floors permanently installed in the interior of a dwelling (or property intended for use other than as a residence) of the consumer or the end user of the product. It is important that the choice of colour and finish is finalised prior to closing the purchase since any subsequent modification of any of these choices will not be covered by this warranty.

This Letter of Warranty is in all cases conditional upon the strict observance by the consumer of the instructions for use and the maintenance of the SILESTONE® by Cosentino® product as detailed in the existing user manuals for the various applications of the product

## What the warranty does not cover

Any damage directly or indirectly caused by any action, work or any other intervention carried out by third parties not related to COSENTINO, S.A.U, such as: problems caused by an incorrect finish / preparation of the product by inappropriate installation methods or by any other modification or manipulation of the original SILESTONE® by Cosentino® product, such as variations in colour, thermal impact or an inappropriate chemical treatment, performed by third parties not related to COSENTINO, S.A.

Damage resulting from the improper use, including, but not limited to: **(I)** use of the product for purposes other than for which it was intended; **(II)** use of the product in a way that does not comply with the applicable technical or safety standards; **(III)** failure to follow the user and maintenance manual; and **(IV)** exposure of the product on the exterior of buildings.

Natural disasters, damage caused by the interaction of other products or any other cause beyond the control of COSENTINO, S.A.

Variations in colour and / or tone derived from natural changes over time occurring in the different components of the product.

Cracks in the surface after its installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracking are movement, the direct application of heat on the surface, the placement of excessive weight on the surface or the result of scraping, bumping or

impacts to the material after its installation.

The definition of the manufacturing defects covered by this Letter of Warranty does not include the durability of services ancillary to the actual functionality of the product during its period of validity.

Chipping. Chipping is not due to defective material but is the result of scraping and bumping objects against the edges of the surface.

The warranty does not cover consequential or incidental damage, loss or expense other than the product itself, including, but not limited to, damage to other products or installations, or additional or supplementary repairs on plumbing, electrical or masonry work that may be necessary to repair or replace the SILESTONE® by Cosentino® product covered by this warranty, which shall be the sole responsibility of the consumer.

Likewise, this warranty specifically excludes damage which could result from a defect that is covered, including those that occur during the period the claim is being processed, as well as throughout the period the product is being replaced. This exclusion extends, but not limited to, any harm, including loss of profit, affecting commercial, industrial, professional or merely living activities, which the consumer, purchaser of the product or any third party may suffer.

Any problems or damage resulting from exposure of the product to intensive and continuous use for long periods of time: including, among others, discoloration, loss and decline in performance and aesthetic characteristics, and warping of flooring.

Problems, damage or inconvenience arising from the generation of static electricity or the use of products designed to eliminate or reduce its effects.

Damage arising from deficiencies or omissions in the technical projects on which the buildings

are executed, in which SILESTONE® by Cosentino® products are used.

Differences between samples or photographs of any SILESTONE® by Cosentino® product and the true product purchased are also excluded. Also excluded are the spots or stains produced by components of the material and polish defects, since Cosentino, S.A.U do not under any circumstances sell products having such defects.

This warranty does not apply to repairs to and / or handling of the product without proper verification by COSENTINO, S.A.U.

This warranty covers the replacement of the defective product with one of identical characteristics (colour, thickness, etc.) as those of the product purchased by the client, unless this is impossible owing to the product being discontinued. In this case, it would then be replaced by a product of similar characteristics.

## **How to Use This Warranty**

To register as the holder of this warranty, the warranty must be activated through [www.silestone.com](http://www.silestone.com). This website requires certain information to complete registration, including information regarding the point of sale and / or marbler, as well as of the customer. We therefore recommend that customers register directly at the point of sale or with the marbler. At the end of the registration, the customer may have this warranty printed for his/ her use.

## **How to Make a Claim**

If you believe that there is a defect in your SILESTONE® by Cosentino® product and wish to make a claim under this warranty, you must do so by fax, email and / or letter, or by telephone by

contacting COSENTINO, S.A.U. Customer Service and stating your warranty number:

#### **COSENTINO LONDON (HOOK)**

**Cosentino UK**  
**Unit 10 Bartley Point, Osborn Way**  
**Hook, Hampshire**  
**RG27 9GX**  
**Tel: 01256 761229**  
**Fax: 01256 768138**  
**info.uk@cosentino.com**  
**www.silestone.co.uk**

## **What Cosentino S.A.U will do If the Product Has a Defect**

If a SILESTONE® by Cosentino® product is found with a defect, within the terms and conditions of this warranty, COSENTINO, S.A.U. will, after due verification, proceed to replace or repair the material necessary to produce the SILESTONE® by Cosentino® product.

COSENTINO, S.A.U. are authorised to grant warranties on SILESTONE® by Cosentino® quartz surfaces.

## **Specific warranty information concerning finished products**

SILESTONE® by Cosentino® finished products in the form of three-dimensional surfaces, such as kitchen sinks, toilets and shower trays are under warranty against manufacturing defects of the product for a period of TWO (2) YEARS, all under the terms, conditions and limitations described for all other SILESTONE® by Cosentino® products. The 25-year period established in this Letter of Warranty is only applicable to those products that are sold and registered after 1 January 2015.

## **3D Elements (2 years warranty)**

Cosentino is a manufacturer of Silestone slabs, which it guarantees for 25 years, but now sells finished products in SILESTONE® by Cosentino® such as Integrity: ONE, DUE S, DUE L, DUE XL sinks but also washbasins and shower range from the bathroom. They have the particularity of being three-dimensional surfaces assembled in our custom-made workshops.

These "3D" elements are warranted against defects in the manufacture of the product for a period of TWO (2) YEARS according to the terms, conditions and limitations described for other SILESTONE® by Cosentino® products in the letter "25 YEAR WARRANTY".



# Register of Warranty

Visit <http://warranty.cosentino.com> and follow these steps to register your Silestone warranty.

- 1** In the box on the left, please select **who is registering** the warranty and, in the right box, **who has made the actual purchase**.
- 2** Input the **ID numbers provided by the Store**. Place the ID number of the fabricator/stonemason in the left box and the ID number for the kitchen studio in the right box.
- 3** Fill in **end user details and information about the worktop**. Its important to fill the email field in order to receive the warranty confirmation
- 4** **Include the invoice/proof of purchase**. If should include: kitchen store data, customer data, worktop brand, colour worktop and invoice date.
- 5** Finally, Cosentino complies with its obligation to protect your personal details.  
Please tick to confirm these final boxes. **Your 25-year Cosentino product warranty has been registered!**

## 1 Welcome, you are:

- Kitchen Studio
- Stonemason
- Interior designer
- End User

## Worktop requested by:

- Property developer / Contractor
- End User
- Kitchen Studio

## 2 Fabricator / Stonemason ID:

Check ID

## Store ID:

Check ID

## 3 Buyer's Details & Installation Address

Surname:

Surname:

Address:

P.C / Zip:

Town:

Province:

Phone:

Email:

## Worktop details

Brand:

Color:

Texture:

Integrity Sink:  Yes  
 No

Two year warranty applies to Silestone Integrity sink

Invoice Date:

## 4 Proof of Purchase:

Ningún archivo seleccionado

A product designed by **COSENTINO**



**COSENTINO, S.A.U.**

Carretera Baza-Huercal Overa km 59 / 04850 Cantoria (Almería)  
Tfno. Atención al Cliente: 902 44 41 75 / Fax: 950 44 42 26  
E-mail: [atencioncliente@cosentino.com](mailto:atencioncliente@cosentino.com) / Web: [www.silestone.com](http://www.silestone.com)

**COSENTINO LONDON (HOOK)**

Cosentino UK / Unit 10 Bartley Point, Osborn Way  
Hook, Hampshire / RG27 9GX  
Tel: +44 (0) 01256 761229 / Fax: +44 (0) 01256 768138  
[info.uk@cosentino.com](mailto:info.uk@cosentino.com) / [www.silestone.co.uk](http://www.silestone.co.uk)

**COSENTINO IRELAND**

Unit B Fonthill Industrial Park / Fonthill Road / Dublin 22  
Phone: +353 (0) 1626 73 34 / FAX: +353 (0) 1626 73 58  
[info.ireland@cosentino.com](mailto:info.ireland@cosentino.com)

\* To check terms and conditions please go to [www.silestone.com](http://www.silestone.com)

To obtain more information about colours with NSF certificate please visit the official website: [www.nsf.org](http://www.nsf.org)