

**. COSENTINO, S.A.U.
GUARANTEES DEKTON® BY
COSENTINO PRODUCTS
AGAINST MANUFACTURING
DEFECTS FOR A PERIOD OF
TEN (10) YEARS AS OF THE
DATE OF PURCHASE. PLEASE
KEEP THE PURCHASE
INVOICE.**

- Dekton is the only brand that offers a certified warranty, in writing. Only a global leader, one which is the largest producer of quartz surfaces, could once again draw ahead of the pack and offer a genuine 10-year warranty for Dekton.
- **Warranty terms and conditions:**
- 10-year warranty for Dekton products installed by a workshop or marble manufacturer:
- 1. For the warranty to take effect, the user must produce proof of purchase.
2. Warranty is valid after online registration within 60 days of purchase.
3. The warranty does not cover defects deriving from manufacturing or installing the product, as such operations are not performed by Cosentino.

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Goods supplied but not manufactured by the Company

The warranty on Goods supplied by the Company but not manufactured by the Company shall be the warranty of the original manufacturer.

Goods manufactured by the Company:

TEN (10) YEARS WARRANTY¹

on the following category of Goods supplied by the company:

- **CS CavitySliders** - Pocket frames manufactured by Cavity Sliders
- **CS TrackSystems**
- **CS DoorLeaves[†]**

FIVE (5) YEARS WARRANTY¹

on the following category of Goods supplied by the company:

- **CS CL100 MorticeLock**
- **CS CL200 Range**
- **CS CL400 Magnetic**

*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

TWO (2) YEARS WARRANTY*

on the following category of Goods supplied by the company:

- **CS AutomaticUnits[#]**

*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

[†]Ten-year warranty applies to doors manufactured by Cavity Sliders.

All other door leaves carry the original manufacturer's warranty.

[#]Electronic components carry a 12-month warranty.

Instructions of Care

In order to maintain the warranty, the Customer is recommended to follow Instructions of Care and to inform any third-party purchaser of the same information.

Instructions of Care

- Only use the correct Operating Manuals
- Operate within the rated capacity
- Do not place heavy loads on the Goods

- Do not expose to impact, excessive movement or continual relocation
- Do not expose to excessive vibration or heat
- Do not expose the Goods to water or excessive moisture

Common misuse is:

- Attempting to use or repair the Goods without proper knowledge
- Not checking the manufacturer's recommended ratings
- Incorrect packing and shipment of the Goods causing damage to the exterior.
- Not realising that the Goods contain sensitive parts or may damage easily
- Not realising that the parts are sensitive to excessive vibration and heat
- Not realising that timber may be a component and that excessive moisture damages sensitive parts and may discolor the finish

Making a claim for damaged or defective Goods or defective Services

The Company will provide a form for any claims for damaged or defective Goods or Services but will not accept any claim by the Customer for any reasons where the Customer may be prejudiced by the defect or failure of the Goods or Services. This warranty is limited to the repair or replacement of faulty parts only. The Company will not accept any claim by the Customer for any and all costs incurred including economic loss, consequential loss or any other form of loss whatsoever. This warranty will not apply where:

- Goods or Services have not been paid in full and according to the terms of payment.
- The defect or failure is due to or resulting from damage, poor installation, misuse or use contrary to the printed instructions of the Company for maintenance or care when in the possession of the Customer.
- The defect or failure is due to persons not technically competent to use the Goods.
- The defect or failure is due to the Goods not being used for the purpose for which they were specified.
- The defect or failure is caused by the Customer or a third party on behalf of the Customer attempting integration or interfacing of the Goods with other Goods.

- The Customer or any third party altering the Goods in any way different to the condition in which they were supplied or installed.
The defect or failure is due to environmental conditions of the Customer's site causing deterioration.
- The defect is due to the Customer or its agent attempting modification or repair of the Goods.
- The failure is caused by use in situations where the Manufacturer's specified capacity is exceeded.

How to claim

For all inquiries, please contact the Customer Services Department of your nearest Cavity Sliders USA Inc. branch and request a claim form. The serial number (starting with SA-----) can be found on your invoice.

All repairs, possible charges or replacements are at the sole discretion of Cavity Sliders USA Inc.

We welcome your feedback about product improvements or service. Please email **info@cavitysliders.com**