

FABRICATION AND INSTALLATION

5 Year Craftsmanship Warranty

A 5-year warranty on the fabrication and installation workmanship carried out by Mo's Stonex, on every surface we fabricate and install.

This Warranty applies to the fabrication and installation workmanship carried out by Mo's Stonex on ELORĀ, SINTERRA and TERRA surfaces (the "Products"). It is separate from the material warranty for each surface.

CRAFTSMANSHIP WARRANTY

5 Years

Mo's Stonex workmanship, on all surfaces from the date of installation.

Our promise to you.

We promise that the fabrication and installation of your Mo's Stonex surface are carried out to a high standard of workmanship. In the unlikely event of a defect in our workmanship, then in addition to your rights under applicable consumer law, Mo's Stonex will do its utmost to put it right.

The Mo's Stonex Craftsmanship Warranty

1. In addition to your rights under applicable consumer law, and separately from the material warranty for your surface, Mo's Stonex provides this craftsmanship warranty covering its fabrication and installation workmanship (the "Craftsmanship Warranty").
2. Mo's Stonex warrants that the fabrication and installation it carries out will be free from defects in workmanship for a period of five (5) years from the date of installation, where:
 - (a) the fabrication and installation were carried out by Mo's Stonex or its authorised installer;
 - (b) you have paid in full for the work and the Product;
 - (c) the Product has remained installed at the location at which it was first installed by Mo's Stonex; and (d) the Product has been used and maintained in line with Mo's Stonex's Use & Maintenance guidance.
3. Where workmanship is found to be defective under this Craftsmanship Warranty, Mo's Stonex will, at its cost, correct the defective workmanship — including any removal and re-installation reasonably required to do so.
4. This Craftsmanship Warranty is separate from, and additional to, the material warranty for your surface (Lifetime for ELORĀ and SINTERRA fabricated and installed by Mo's Stonex; 15 years for TERRA). Defects in the material itself are dealt with under that material warranty.

What the Craftsmanship Warranty covers

5. **Fabrication workmanship**, including:
 - (a) accurate cutting and dimensioning of the product to the approved template or drawings;
 - (b) edge profiling and finishing — consistency of the profile, and the smoothness and polish of exposed edges;
 - (c) mitred and built-up edges — alignment, and the integrity and neatness of glue lines;
 - (d) cut-outs for sinks, taps, hobs and sockets — accuracy, positioning, and radiused internal corners in line with specification;
 - (e) drainage grooves and drainboards, where specified.
6. **Installation workmanship**, including:
 - (a) seams and joints between sections of the surface — alignment, level, and the use of a suitable, colour-matched adhesive, within Mo's Stonex's stated tolerances;
 - (b) a level and flat installation of the surface onto the substrate or cabinetry prepared and provided by others;
 - (c) secure fixing of the surface and, where applicable, the secure mounting of undermounted or top-mounted sinks;
 - (d) accurate final fit to the approved template, including at walls, returns and upstands;
 - (e) handover of the installed surface clean and free from installation damage.

What the Craftsmanship Warranty does not cover

7. Defects in the material itself, which are dealt with under the material warranty for your surface.

8. This Craftsmanship Warranty covers only the fabrication and installation work carried out by Mo's Stonex. The following are not supplied, advised on, carried out or warranted by Mo's Stonex unless expressly requested and agreed in writing, and are the responsibility of the builder or other trades:
- (a) the supporting structure, substrate and cabinetry on which the surface is installed;
 - (b) overhang supports, such as brackets or corbels;
 - (c) caulking and silicone sealing, including any joint between the surface and adjoining walls, splashbacks or appliances;
 - (d) plumbing, electrical, tiling and other trades' work.
9. Defects or damage arising after handover, including:
- (a) impact, abuse, misuse, excessive force, or excessive or direct heat and thermal shock;
 - (b) scratches, chips or cracks arising after installation, other than where caused by defective workmanship;
 - (c) movement, shifting or settlement of cabinetry, walls, floors or foundations, and any seam, joint or surface effect resulting from it;
 - (d) modification, repair, re-fabrication or re-installation by anyone other than Mo's Stonex;
 - (e) alteration of the supporting structure or substrate after installation.
10. Natural variation in the material (colour, tone, veining, structure or gloss), and any difference between a sample and the finished surface; these are characteristics of the material and are not workmanship defects.

When the Craftsmanship Warranty does not apply

11. The following exclusions apply to this additional Warranty and do not limit your statutory rights. The Warranty does not apply where:
- (a) the work was not carried out by Mo's Stonex or its authorised installer;
 - (b) the work or the Product has not been paid for in full;
 - (c) the Product has been moved, re-installed or modified by a third party;
 - (d) the Product is used for a purpose or in an application other than that for which it was supplied and installed;
 - (e) the surface or its supporting structure has been altered after installation by anyone other than Mo's Stonex.

How to make a claim

12. There is no online registration or portal. Please keep your original invoice (showing the date and place of purchase) as proof of purchase; you may be asked to provide it when making a claim.
13. To make a claim, contact Mo's Stonex and provide:
- (a) the date on which the Product was installed;
 - (b) the product name, colour and finish;
 - (c) a description of the alleged workmanship defect; and
 - (d) clear photographs of the alleged defect.
14. Mo's Stonex may arrange to inspect the installation; please allow reasonable access. If you refuse inspection, or unreasonably withhold information that is reasonably requested, Mo's Stonex may decline to assess the claim under this Craftsmanship Warranty. This does not limit your statutory rights.
15. Within a reasonable period of receiving your claim, Mo's Stonex may resolve the issue directly, inspect the Product, arrange rectification, or accept or reject the claim.

Your statutory rights

16. This Craftsmanship Warranty is given in addition to, and does not exclude, restrict or modify, your rights under applicable consumer protection law (in the United Kingdom, the Consumer Rights Act 2015). Nothing in this warranty affects those rights.
17. Except for rights, guarantees and remedies that cannot lawfully be excluded, and except for the warranty set out above, Mo's Stonex's liability arising out of or in connection with its fabrication and installation work is limited, to the extent permitted by law and at Mo's Stonex's option, to correcting the defective workmanship.



This warranty is given by Mo's Stonex LTD (13930436) of Unit 5, 10 Beechen Grove, Watford WD17 2AD.
Tel 01923 223859 · Email info@mosstonex.co.uk · Web · www.mosstonex.co.uk

Surfaces by About Stones, fabricated and installed by Mo's Stonex. This craftsmanship warranty is separate from and additional to the material warranty for your surface, and should be read together with Mo's Stonex's Care & Maintenance guidance. It does not exclude, restrict or modify your statutory consumer rights.