

TERRA

Limited 15-Year Warranty

15-year material cover and 5-year craftsmanship cover on TERRA surfaces fabricated and installed by Mo's Stonex. This Warranty applies to TERRA surfaces supplied, fabricated and installed by Mo's Stonex (the "Products").

MATERIAL WARRANTY

15 Years

TERRA surfaces, from the date of installation.

CRAFTSMANSHIP WARRANTY

5 Years

Fabrication & installation workmanship by Mo's Stonex.

Our promise to you.

We promise that Mo's Stonex Products are made and installed to a high standard of quality, durability and practicality. In the unlikely event of a defect arising from the manufacture of a Product, or from our fabrication or installation workmanship, then in addition to your rights under applicable consumer law, Mo's Stonex will do its utmost to provide a fair and reasonable outcome.

Product appearance, care & specifications

1. The Products are made from natural materials. Each slab is unique and will show variation in shade, tone, veining, reflectivity and the distribution of pattern. Slabs are produced in batches, and shade may vary slightly from batch to batch. These variations are naturally occurring characteristics of the material, and the appearance of a surface will also vary with lighting, placement and viewing angle.
2. Technical specifications — including thickness tolerance and heat and ultraviolet (UV) performance — are set out in the Product datasheet and the Care & Maintenance guidance. Care and cleaning requirements vary by product, colour and finish; please follow the current Use & Maintenance guidance for your Product.

The Mo's Stonex Warranty

3. In addition to your rights under applicable consumer law, Mo's Stonex provides this additional warranty (the "Warranty").
4. Mo's Stonex warrants that, where a Product is defective as a result of its manufacture, or where the fabrication or installation carried out by Mo's Stonex is defective in workmanship, and:
 - (a) the Product was supplied by Mo's Stonex or one of its authorised resellers;
 - (b) you have paid for the Product in full;
 - (c) the Product has remained installed at the location at which it was first installed by Mo's Stonex;
 - (d) the Product has been fabricated, installed, used, maintained and protected in the manner recommended by Mo's Stonex at the time of purchase; and
 - (e) you have retained your original proof of purchase;
5. Then Mo's Stonex will, at its sole discretion, either repair the Product, replace it with a new Product from the same range (or, if that range is no longer available, a reasonably similar range), or refund the price you paid for the Product.
6. The Warranty periods, counted from the date of original installation, are:
 - (a) Material warranty — 15 years, for TERRA surfaces, counted from the date of original installation;
 - (b) Craftsmanship (fabrication and installation) warranty — 5 years.
7. This Warranty is transferable to subsequent owners of the property for the remainder of the applicable term, provided the Product remains installed in its original location.

What the warranty does not cover

8. The Warranty does not cover defects or damage arising from anything done to the Product after it has been fabricated and installed by Mo's Stonex, or from work not carried out by Mo's Stonex, including:
 - (a) installation, re-installation or modification of the Product by a third party;
 - (b) milling, drilling, cut-outs, grooves or drainage channels made after installation;
 - (c) bending, curving or laminating of the Product;
 - (d) adhesives, sealants, coatings or fixings applied without Mo's Stonex's recommendation;
 - (e) repairs or alterations not authorised by Mo's Stonex.
9. The Warranty does not cover wear and tear, or damage arising from improper use, abuse, excessive force, impact, excessive or direct heat, thermal shock, or abrasive or corrosive substances.
10. The Warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Product. In particular:
 - (a) A crack is not a defect where it is caused by, among other things:
 - (i) excessive weight applied to the surface (for example, standing or sitting on the Product);
 - (ii) inadequate support beneath the Product;
 - (iii) movement, shifting or settlement of the supporting structure (cabinetry, walls, floors or foundations);
 - (iv) a cut-out section of the Product (for example, for a sink or hob), such cracks being caused by the cut-out and not by a defect in the Product.
 - (b) A chip or scratch is not a defect where it is caused by external force, unless Mo's Stonex considers that force to be negligible.
11. Natural variation in colour, tone, veining, granular structure and gloss, and any difference between a sample and the finished surface, are characteristics of the material and are not defects.
12. Superficial or cosmetic marks — including fingerprints, smudges and everyday spills — that can be removed by following the Care & Maintenance guidance are not defects.
13. The Warranty is limited to the repair, replacement or refund of the Product and, under the craftsmanship warranty, the correction of defective fabrication or installation workmanship. Except where covered by the craftsmanship warranty, it does not cover the costs of fabrication, removal, re-installation, joining, fitting or laminating, nor any indirect or consequential loss, loss of use, or related plumbing, electrical or cabinetry costs. This clause does not limit any remedy available to you under applicable consumer law.

When the warranty does not apply

14. The following exclusions apply to this additional Warranty and do not limit your statutory rights. The Warranty does not apply where the Product is:
 - (a) not paid for in full;
 - (b) improperly installed, or installed by a person who is not professionally qualified or licensed to carry out the work (other than Mo's Stonex or its authorised installer);
 - (c) used for a purpose or in an application other than that for which it was supplied;
 - (d) used outdoors, or where it is exposed to weathering or ultraviolet radiation, except for Products specified by Mo's Stonex as suitable for such use;
 - (e) used in or around swimming pools, spas, or any other place where it may be exposed to chlorinated water;
 - (f) repaired or modified by anyone other than Mo's Stonex without authorisation.

How to make a claim

15. 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.
16. To make a claim, contact Mo's Stonex, or the company from which you purchased the Product, and provide:
 - (a) the date on which the Product was installed;
 - (b) the product name, colour and finish;
 - (c) the batch number, if known;
 - (d) a description of the alleged defect; and
 - (e) clear photographs of the alleged defect.
17. Mo's Stonex may liaise with the fabricator, installer or other relevant parties to determine whether the issue relates to the Product or to its fabrication or installation.
18. Mo's Stonex may arrange to inspect the Product; 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 Warranty. This does not limit your statutory rights.
19. 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.
20. Unless otherwise required by law, you may be responsible for reasonable costs associated with making a claim under this Warranty. This does not affect your statutory rights.

Your statutory rights

21. This 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.
22. 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 the Products or their supply is limited, to the extent permitted by law and at Mo's Stonex's option, to the repair, replacement or refund of the Product.
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Mo's **STONEX**

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.