

# RESIDENTIAL LIMITED LIFETIME WARRANTY

In order to activate the warranty, all fields must be completed.

Ref #:

Purchasers Name:  
Address where installed:  
Fitter Registration No.:  
Date of installation:  
Colour :  
Batch No.:

This Warranty contained herein constitutes the entire warranty given to the Purchaser and supersedes all other warranties and representations, whether oral or written, except as expressly set out above. No person other than the duly authorised representatives of the Distributor is authorized to make any warranty, promise or representation on behalf of the Distributor and any such representations must be reduced to writing and signed prior to being effectual.

\*The batch number can be found printed on the underside of the slab

Salvocorp (Pty) Ltd, Reg No. 2009/000400/07 ("the Distributor") hereby furnishes a limited warranty ("the Warranty") to any purchaser of Samsung Radianz products ("the products") that the products will be free from manufacturing defects for life from the date of installation.

## For the avoidance of doubt:

1. The Warranty is available only to the original owner of a domestic residence ("a/the Residence") in which the Product was originally installed ("the Purchaser")
2. In the case of a newly constructed domestic residence, this Warranty is available to the "first" owner who purchased the residence from a builder or developer with the product permanently installed therein.
3. A domestic residence shall relate to any location which is a private residence used for familial habitation and for no commercial purpose whatsoever.

## Terms and Conditions

This warranty shall:

1. only apply to products which were installed in a Residential Property after 1 June 2010;
2. expire upon transfer of ownership of the residence to any third party
3. not be valid in instances where the product has not been paid in full; and
4. at all times be subject to the terms and conditions herein contained.

This Warranty applies to interior use, only when the product is:

1. properly installed;
  2. maintained in accordance with The Guidelines for Care and Maintenance (which are available on request or on line at [www.samsungradianz.co.za](http://www.samsungradianz.co.za)) and which forms part of this warranty;
  3. used solely for the specific purpose of countertops and/or wall cladding;
  4. permanently installed and has not been moved from the original installation
- The Distributor shall only be responsible for proven manufacturing defects in the product which shall be determined by the distributor in its sole and absolute discretion.
5. The Distributor will have the right at all times, to examine any purportedly defective product and its installation and maintenance. Any remedy against the Distributor shall be, at the Distributor's sole discretion, to either replace the defective product with the equivalent product or refund the purchase price.
  6. The warranty is exclusive and in lieu of any other warranty expressed or implied, including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether expressed or implied, and all other liabilities or obligations on the part of the distributor.
  7. Under certain conditions, pertaining to inherent manufacturing flaws and at the sole discretion of the distributor, limited consequential damage may be entertained. This will be limited to re installation, transport and certain trade expenses only.

## Exclusions:

This Warranty does not cover:

1. any outdoor application.
2. flooring applications.
3. scratches.
4. instances where the product is/was used improperly or abused or other has suffered impact damage.
5. routine maintenance.
6. improper installation.
7. any chemical damage.
8. any creative use of the material including bending or curving.
9. material that has been milled or reduced in thickness.
10. the altering of any factory applied finish.
11. spots or blemishes which are inherent in the manufacturing process and do not affect the structural integrity of the material.
12. natural variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone.
13. instances where the product information on the back of each slab has been removed. Removing this product information will void the warranty.

## Care & Maintenance

### Low Maintenance

Radianz™ quartz surfaces are made of high quality raw materials that present exceptional physical and mechanical features, together with their unique beauty, they are ideal for interior decoration. Radianz™ requires very little maintenance as its unique production process creates a surface with low porosity, which prevents fluid absorption.

### Taking Care of Your Quartz Surface

Routinely remove dust and spills. Simply wipe the top with warm water and a pH-neutral or non-abrasive cleanser, and rinse the top with clean water. For best results, clean liquid spills and dried foods as soon as possible.

When dried spills or food residue is adhered to the surface, use a white (not green), 3M Scotch-Brite scrubbing pad with a non-abrasive cleanser. To effectively clean the top, always follow cleaning product manufacturers' instructions.

### Tough Stains

For tough stains, moisten a clean cloth with Sunlight Liquid and rub it into the stain. Leave the cleaning agent on the stain for 10 minutes and wipe the surface with a dry, clean cotton cloth or paper towel. Then clean the top as guided by Routine Care to remove the cleanser residue.

### Heat Damage

Radianz™ is structurally more resistant to heat damage than other surfaces. However, excessive heat and thermal-shock, may cause damage. Always use a hot pad or a trivet when placing a hot cooking pan or other cooking units on the surface. Always use a heat pad or trivet under crock-pots, electric skillets, or other heat generating appliances.

### Scratch Resistant

Radianz™ is substantially harder than natural stone and highly resistant to scratch. However avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

### Cleaning Products to Avoid

Cleaners that contain Pine Oil. Without very thorough rinsing, these products can leave behind a residue of pine oil. The pine oil then attracts and holds dirt on the surface, eventually reducing the cleanliness of the surface and its appearance.

Highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher).

Abrasive scrubs/cleaners containing either soft or hard abrasive particles. The abrasives will harm Radianz™ and if the surface is not completely rinsed, a powder residue will remain reducing the appearance of the surface, especially on dark colours.

Cleaners that contain Xylene, Toluene, Potassium Hydroxide or Caustic soda.

Paint removers, Furniture strippers containing Trichlorethane or methylene chloride.

## PROCEDURAL ASPECTS IN RESPECT OF THE WARRANTY

In order for the warranty to be effectual it is essential that the Purchaser ensures that this Warranty is fully and accurately completed by the Purchaser. Prior to doing so it is incumbent on the Purchaser to ensure he/she/it is satisfied with the Product and the installation thereof. Furthermore it is incumbent on the Purchaser to ensure that the original Warranty headed - "RESIDENTIAL LIFETIME LIMITED WARRANTY", (which can be downloaded from the website) has been read, understood and accepted, and that the completed warranty registration is returned to the Distributor within 28 days of the installation. The completed warranty registration should be returned to the distributor by e mail to the following address [radianz@salvocorp.co.za](mailto:radianz@salvocorp.co.za). Upon receipt of the warranty registration by the Distributor, acknowledgment of the registration will be sent back to the e-mail address from which the registration was sent. This acknowledgment will serve as proof of registration.

Ref #: