

Letter

SENSA WARRANTY

Sensa | Protected Natural Stone

SENSA
15 YEAR
WARRANTY



PROTECTED NATURAL STONE

Sensa® Limited 15-Year Transferrable Residential Warranty

CONCEPT

SENSA® is a range of specially selected high-quality natural stones, with a special protective shield that improves its performance against stains.

We have applied the latest technology to the natural beauty of natural stone, improving the product's performance without altering its look or feel - the treatment is invisible. Beauty and functionality, all rolled into one.

In addition, the product does not alter over time, and requires no future treatment. Thanks to the protection, your surface will keep its original appearance day after day.

SENSA® TREATMENT

Sensa® Granites and Quartzites come with a protective treatment to reduce absorption and thus reduce its susceptibility to staining. The treatment is not a sealer - it bonds to the surface of the stone in a different way from conventional sealers.

In contrast with sealing products, the treatment allows the stone to breathe, penetrating and anchoring to its structure, conserving its colour and natural beauty.

ADVANTAGES OF THE TREATMENT

- Water and oil repellent
- Invisible
- No need to re-seal after the initial application
- Chemical bonding to the stone, allowing it to breathe
- Long-lasting
- Unaffected by conventional cleaning products
- No deterioration from UV exposure
- Withstands temperatures of up to 150°C (302°F)

PRECAUTIONS

- Do not place very hot objects directly onto the work surface. The use of a heatproof mat is recommended to avoid marking the stone.
- Any spillage on the work surface should be cleaned up as quickly as possible.
- Cutting directly on the work surface should be avoided, as it can cause scratches.
- Do not use highly abrasive cleaning materials such as metal scourers.
- Wipe the surface gently to avoid scratching.
- Do not use strongly acidic or basic cleaning products, as they may damage the surface.

MAINTENANCE

The Sensa® treatment means that almost no maintenance of the stone is required. It is highly stain-resistant. To keep the surface just like it was on the first day, it must be cleaned regularly using a few drops of a neutral cleaner or a gentle washing-up liquid.

The best results are obtained wiping gently with a cloth dipped in warm water to avoid scratching the work surface. After cleaning, rinse with water and dry the surface.

LETTER OF WARRANTY

COSENTINO, S.A.U. guarantees the registered owner of the installed SENSA® product against mechanical manufacturing defects for a period of Fifteen (15) YEARS as of the date of purchase. Please keep the proof of purchase.

This Letter of Warranty shall only be fully valid if the consumer has registered within 6 months following purchase of the product, as specified in the corresponding paragraph, and submits the original proof of purchase or sales receipt (indicating the date of sale and the name of the product installer), placing the defective product at the disposal of COSENTINO, S.A.U. To be effective, the warranty must be activated at www.cosentino.com

COSENTINO, S.A.U. reserves the right to not offer the free warranty service if the requirements established in the previous paragraph are not satisfied or if the information provided by the consumer is false, incomplete or illegible.

WHAT CASES ARE INCLUDED IN THE WARRANTY

The obligation of COSENTINO, S.A.U. for a period of Fifteen (15) YEARS to replace the defective product in the terms and conditions specified herein, with the same features (type of material, thickness, etc.) as those of the product acquired by the client. However, if the colour, has been discontinued, it will be replaced, when possible, by a similar colour available at that time.

This warranty covers SENSA® surfaces that are installed permanently in the consumer's home (or property intended for use other than as a residence). However, use for flooring, paving and any commercial purpose are not covered by this warranty. It is important that the choice of colour and finish be final before the purchase is fully agreed, since later changes of choice are not covered by this warranty.

This Letter of Warranty is, in any case, subject to strict observance by the consumer of the instructions of use and upkeep of the SENSA® product that are specified in the Product Manual, which shall be at your disposal when buying the product in the retailer or in the web page: www.cosentino.com

WHAT CASES ARE EXCLUDED FROM THE WARRANTY

Problems caused by an incorrect finish/production of the product, by inappropriate installation methods or by any other modification or manipulation of the original SENSA® product, such as variations of colour, thermal impact or inappropriate chemical treatment, as acid application, nitric acid, another sealers different from SENSA®, etc., performed by third parties that do not belong to COSENTINO, S.A.

Damages arising from the improper use, including but not limited to (i) use of the product for purposes for which it is not intended; (ii) installation or use of the product in a manner that does not respect applicable technical or security regulations, by any third party that does not belong to COSENTINO, S.A.U. (iii) non compliance of the instructions of the Product Manual (especially to exceed the stain exposition time already contained in the Stained Table of such Manual); and (iv) mechanical damages produced by the proprietor, such as for informational purposes, noticeable cracks and crevices along with scratches on the polished surface.

Force majeure, damages caused by interaction with other products, irregular exposition of the product to extreme weather conditions or any other cause that is beyond the control of COSENTINO, S.A.

Any consequent or unforeseen damages, or expense, aside from the product itself, including for information purposes but not limited to, damages to other products, installations or additional or supplementary repairs in connection with plumbing, electricity or masonry work that may be necessary to repair or replace the SENSA® product covered by this warranty, are exclusively excluded from this warranty and shall be the exclusive responsibility of the consumer.

Likewise, differences between samples and photographs of any SENSA® product and the real product purchased are also excluded. Furthermore, marks produced by the material's own components and polish defects are also excluded, given that under no circumstance does COSENTINO, S.A.U. commercialise products presenting, for whatever reason, said defects.

This warranty shall no longer be valid in the event of repairs and/or manipulations of the product without due verification by COSENTINO, S.A.

This warranty only covers replacement of the defective product with another of similar characteristics (type of granite, thickness, etc.) as the one acquired by the client. However, if the colour has been discontinued, it will be replaced, where possible, by a similar colour available at that time.

This warranty does not cover products that have not been paid for in full.

HOW TO USE THIS GUARANTEE

To be effective, the warranty must be activated at Sensa website www.cosentino.com

There, the data of the fabricator and the kitchen studio must be filled in. We recommend the activation is done in the kitchen studio or at the Fabricator's Headquarters, when the sale is closed. Once the activation process is done, the customer can print a copy of the warranty.

If you think that there is a defect in the SENSA by Cosentino® product, and you want to present a claim under this warranty, you have to notify us by fax, email and/or letter, or by phone by pointing, in any case, your warranty number to the Cosentino S.A.U. Customer Service.

COSENTINO, S.A.U.

Carretera de Baza-Huércal Overa km 59

04850 Cantoria (Almería)

Tfno: 902 44 41 75 / Fax: 950 44 42 26

atencioncliente@cosentino.com

Register of Warranty

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

- 1** In the left box, 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 15-year Cosentino product warranty has been registered!**

1 Welcome, you are:

Kitchen Studio

Stonemason

Designer / Architect

End User

Worktop requested by:

Property developer / Contractor

End User

Designer / Architect

Kitchen Studio

2 Fabricator / Stonemason ID:

Check Id

Store ID:

Check Id

3

Buyer's Details & Installation Address

Surname:

Name:

Address:

P.C / Zip:

Town:

Phone:

Email:

Worktop's details

Brand:

Colour:

Texture:

Thickness:

Application:

Invoice Date:

4 Proof of Purchase:

A product designed by **COSENTINO**



COSENTINO HEADQUARTERS

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www.cosentino.com / www.silestone.com

* To check terms and conditions please go to www.silestone.com

To obtain more information about colours with NSF certificate please visit the official website: www.nsf.org