

DEKTON®

COSENTINO®

Warranty Dekton® Façades

LETTER OF
WARRANTY



SILESTONE
—
DEKTON
—
SENSA

WARRANTY
LETTER

Dekton® Letter of Warranty for façade application for 25 years

What the Warranty covers

- For a period of 25 years, Cosentino Global S.L.U. and its subsidiaries (hereinafter, 'Cosentino') are obliged to replace any defective product under the terms and conditions expressed in this document, with the same characteristics (colour, thickness, etc.) as the product acquired by the customer.
- This Warranty covers DEKTON® by Cosentino® that has been used in the applications defined in the scope of this Warranty. It is important that the final choice of colour and finish be made before completing the purchase, as changes made later will not be covered under this Warranty.
- A colour variation of less than 3 (Delta E <3) provided that the data is taken at the time of installation and that the variation is revealed by a sample taken in a context identical to the initial one, especially with regard to the calibration of the tool, as well as the choice of sampling in the design.
- The physico-chemical properties of the material referring exclusively to porosity, density and bending strength as stated in the product data sheet at the time of sale and in accordance with the relevant colour group.
- This Letter of Warranty is in all cases conditional upon the strict observance by the consumer of the instructions for use and maintenance of Dekton® Letter of Warranty for façade application by Cosentino®, as detailed in the technical documentation available from Cosentino® at the time of façade installation.

What the Warranty does not cover

- Any kind of damage caused, either directly or indirectly, by any activity, work or intervention by external third parties to Cosentino®, such as: problems caused by an incorrect finish/preparation of the project, unsuitable installation methods, or any other alteration or manipulation of the original DEKTON® product.
- Damage resulting from improper use, including, but not limited to (i) the use of the product in a way that does not comply with the applicable technical or safety standards. (ii) non-compliance with the instructions contained in the technical documentation provided by Cosentino® at the time of façade installation.
- Natural disasters, damage caused by interaction with other products or any other cause beyond the control of Cosentino®.
- Any unforeseen or consequential damage, loss or cost, other than that of the product itself, including but not limited to, damage to other products, facilities or additional or supplementary repairs to plumbing, electrical or building work that may be necessary to repair or restore the DEKTON® by COSENTINO® product covered under this Warranty are expressly excluded from this Warranty and are the exclusive responsibility of the customer.
- Furthermore, any damages that may arise following the occurrence of the defect covered, including those generated while the claim is being submitted and processed, as well as throughout the entire period of time required to replace the product, are expressly excluded from this Warranty. This exclusion extends, without limitation, to any damages, including loss of income, which may be caused to the

trading, commercial, industrial, professional or merely residential activities of the consumer or purchaser of the product, or any third party.

- Damages that may arise from deficiencies or omissions in the technical project that is the basis for the building work in which the DEKTON® by Cosentino® products are used.
- In addition, any differences between the samples or photographs of any DEKTON® by Cosentino® product and the actual products purchased are excluded. Furthermore, any stains produced by components of the material itself and defects arising from its polishing are also excluded, since Cosentino® does not sell products presenting such defects for any reason, under any circumstances.
- This Warranty shall be void in the event of repairs and/or handling made to the product without due verification by Cosentino Global S.L.U.
- Cosentino® does not perform installation work or services. Therefore, if any of the conditions stated in the terms and conditions contained herein are met, the material necessary to replace the façade will be provided, but the costs of preparing and installing the product will not be covered by COSENTINO®.

What Cosentino Global S.L.U. will do if a Dekton® product is defective

In the event that a DEKTON® by Cosentino® product is defective, as per the terms and conditions of this Warranty, Cosentino® will make appropriate checks and proceed to replace the defective product with another of identical characteristics (colour, thickness, etc.) to that purchased by the customer, unless this is impossible due to the product being discontinued, in which case it will be replaced by the most similar product at that time.

How to make a claim

If you believe any of the products covered under this Warranty to be defective and wish to make a claim under this Warranty, you should contact your point of sale or visit the website for your country where you will find the Customer Service contact details:

Cosentino Global S.L.U.

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COSENTINO

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