



WARRANTY LETTER

FUTAR ENTERPRISES PTE LTD.
EXCLUSIVE DISTRIBUTOR OF SINGAPORE



* To activate the warranty and to check terms and conditions please visit www.futar.com.sg



WARRANTY LETTER

Çimstone 10 Years Limited Residential Warranty

We congratulate you on your choice of Çimstone slab (hereinafter "Çimstone") for the fabrication of your countertop.

Thanks to merits of quartz, Çimstone is a strong and durable countertop material. It is nonporous, stain-free and highly abrasion, scratch and impact resistant. There is no need for sealing or polishing, thus it is virtually maintenance-free.

Çimstone has an exquisite look fortified with supreme durability. The long-lasting lustre and natural elegance of your countertop fabricated from Çimstone requires only simple and routine care to maintain its splendor. By following Çimstone's care and maintenance guidelines you may enjoy the natural beauty of Çimstone for many years to come.

We, as AKG Yalitim ve Ins. Malz. San. ve Tic. A.S., warrant that Çimstone slabs that have been permanently installed in the interior of residences for countertop usage and cared for in accordance with maintenance guidelines will be free from any manufacturing defects in material for a period of 10 years from the date of installation. This limited warranty does not cover any defects by further fabrication, installation or misuse of the countertop.

Please read this document carefully and do not forget to activate your 10 Year Limited Warranty by completing and submitting the registration form online at www.futar.com.sg within 21 days following the installation.

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Care and Maintenance

Çimstone is a nonporous material that is highly stain, scratch and abrasion resistant, thus it is virtually maintenance-free and hygienic. With its aesthetic appearance and ease of use, Çimstone is ideal for a wide range of applications from kitchen and bath countertops to table tops.

Easy daily cleaning

The ever-lasting finish of your countertop made of Çimstone requires only simple and routine care to maintain its good looks. Cleaning with a damp cloth and a little liquid detergent will give an excellent result. Just wipe away and the surface will attain its initial look again.

Stubborn stains and dried spills

It is easier to immediately clean away spills on the surface than removing them once they have dried-on. Pay due attention and meticulous care to wipe away any spilled food before it turns into a permanent stain. Any multi-purpose cleaner or detergent [listed in the Çimstone Care and Maintenance leaflet in detail] can be safely applied on stubborn stains provided that water is used to cleanse the surface thoroughly of the detergent residues after treatment. For extra-stubborn spills, use a light-coloured Scotch-Brite (3M) sponge to remove the dirt. Cleaning liquids like bleach and gel cleaners containing bleach are also good for removing stubborn stains. However, Çimstone slabs containing seashells as effect materials should not be cleaned with bleach and with products that contain soft or hard scouring granules since they are more prone to damage. Surfaces should never be left to dry without thoroughly rinsing away residual cleansers.

Polishing

The gloss of Çimstone is attributable to the natural sheen of quartz. Çimstone slabs do not require additional polishing. The surface should not be sealed or polished.

Çimstone is tough but not indestructible

As with any surface, Çimstone can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Cleansers with high levels of acids or alkalis (e.g. hydrochloric acid), if not well rinsed with water after treatment, may affect Çimstone slabs within time.

Scratch resistant

Çimstone has a highly scratch resistant surface; however avoid abuse of the surface by using sharp objects directly onto the surface.

Heat resistance

Çimstone can tolerate brief exposures to moderately hot temperatures without warping, staining, discoloring or cracking. However, prolonged contact with very hot objects or an open flame may cause damage on the surface. When exposed to high temperatures, Çimstone can react in various ways (cracking, discoloration, porosity etc). Always, protect the surface by using a trivet.

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Terms and Conditions

We, AKG Yalitim ve Ins. Malz. San. ve Tic. A.S., hereby warrant that Çimstone branded slabs will remain free from defects arising from the manufacture of the slab for a period of 10 years for the Singapore market from the date of installation. It covers any defects in the manufacture of the original Çimstone slabs. The subsequent fabrication, installation and workmanship are not covered under this warranty. This warranty is valid under the conditions stated herein and is to be activated by your registration online at www.futar.com.sg within 21 (twenty-one) days of the installation.

Çimstone slabs are manufactured from natural quartz minerals, therefore they reflect the characteristics of the quartz used in production. This may cause some variation in colour and partial shade and texture alterations in the finished products. Each slab is unique and minor imperfections, slight colour and texture variations shall be considered normal and inherent. Final colour selection must be made from an actual full slab of Çimstone.

This warranty only applies to:

- Çimstone slabs that are purchased from **Futar Enterprises Pte Ltd.** and distributed **in Singapore.**
- Where product is properly fabricated and installed in Singapore in accordance with the Fabrication and Installation Guidelines.
- Çimstone slabs which were installed in a residence for countertop usage after 01 July 2017.
- The original owner of a domestic residence in which the Çimstone slab was originally installed. In the case of a newly constructed domestic residence, this limited Warranty is available to the first owner who purchased the residence from a builder or developer with the Çimstone slab permanently installed as a countertop therein. A domestic residence shall relate to any location which is a private residence used for familial habitation and for no commercial purpose whatsoever.
- Non-transferable or assignable and expires upon transfer of ownership of the residence to any third party or after a period of 10 years from date of installation has elapsed whichever is earlier.
- Available only when the Çimstone slab has been fully paid for.
- Valid only when the Çimstone slab is used for the specific purpose of countertops. This limited warranty is valid when the Çimstone slab is permanently installed and has not been moved from the original installation.
- Çimstone slabs that have been used and conserved following the instructions in the Çimstone Care and Maintenance instructions.
- The obligation of Çimstone for a period of 10 years is to either replace the defective Çimstone slab in the terms and conditions specified herein, with the same features (colour, thickness, etc) as those of the Çimstone slab acquired by the original purchaser or refund the purchase price of the slab. However, if the colour has been discontinued, it will be replaced, where possible, by a similar colour available at that time.

AKG Yalitim ve Ins. Malz. San. ve Tic. A.S. will only be responsible for proven manufacturing defects in the original slab which shall be determined by AKG Yalitim ve Ins. Malz. San. ve Tic. A.S. in its sole and absolute discretion. AKG Yalitim ve Ins. Malz. San. ve Tic. A.S. will have the right at all times, to examine any purportedly defective Çimstone slab and its installation and maintenance. The limited 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 express or implied, and all other liabilities or obligations on the part of AKG Yalitim ve Ins. Malz. San. ve Tic. A.S.. Under no circumstances will AKG Yalitim ve Ins. Malz. San. ve Tic. A.S. be liable for direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever, regardless of the cause of such damage.



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Exclusions

This 10-year limited residential warranty does not cover:

- Outdoor applications
- Flooring applications
- Repolishing, rebuffering, resurfacing services; or any of equivalent
- Use for any commercial purposes, including countertop applications
- Damages occurred by dropping heavy objects
- Improper use or abuse
- Damage for misuse and mishandling of the product
- Damage from excessive heat
- Damage from ultraviolet light or even exposure to weather conditions
- Physical or chemical abuse
- Damage from improper care and maintenance not in accordance with the Care and Maintenance Brochure
- Scratches
- Chips (damages caused by rubbing or knocking objects on the edges of the product)
- Cracks and other excessive impact damage (Cracks in the countertops are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the product, such as standing or sitting on them. Heat, as explained may also result in a crack. Any crack emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out is also not covered under this limited warranty. These are not caused by any fault in the slab.)
- What is referred to as spots or blemishes (A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the slab.)
- Any type of mark produced by the installation or manufacturing of the slab
- Routine maintenance (Routine maintenance includes but is not limited to the minor cleaning efforts such as the removal of watermarks or alike marks on the slab that could easily be removed or avoided by the techniques explained in Çimstone Care and Maintenance instructions.)
- Improper installation (Improper fabrication or installation is the responsibility of the fabricator/installer.)
- Installations made by unqualified and/or not licensed stonemason.
- Any irregularity in the slab that existed prior to fabricating and installation and was present in the final installed product (This is a fabrication issue.)
- Any defects that were visible at the time of installation and were not avoided during installation
- Natural variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone within or on the surface of the slab
- Seam appearance and performance
- Damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents

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Exclusions

- Transportation, freight, tear-out, disposal or reinstallation, fabrication or associated costs beyond the cost of the slab.
- Any additional or supplemental repairs and/or modifications (The subsequent fabrication, application and workmanship is not covered under this warranty such as any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the product etc. Such repairs and modifications shall be the responsibility of the purchaser.)
- Places where further construction work is done after the installation of the product
- Any applications to obtain service under this limited warranty other than the person who has registered the warranty online at **www.futar.com.sg**
- Instances where the product information on the back of each slab has been removed (Removing this slab information will void the warranty.)
- Differences between small samples and the real slab purchased (The small samples are indicative only and may vary from the final slab.)
- Dislike after installation due to color, edging styles or other opinions based on personal preference or later changes of choice (The choice of colour and finish is final before the purchase.)
- Naturally occurring variations in appearance caused by artificial or natural lighting (Changes in the appearance of the product from reflected light is a natural part of the product.)
- The randomness of vein effect (For textures that contain non-directional movement like vein effect, different parts of the slab may not capture uniformity and overall aesthetic. This is not considered as a defect, rather normal variation.)
- Damage from chemicals on the products including organic effect materials (422 Riviera with seashells do not have the same properties and resistance as with other Çimstone products. This is the inherent characteristics of seashell.)
- Fingerprints or marks on velvet products (Çimstone Velvet finishes require more daily maintenance than other polished finishes. Because of the three-dimensional feel of its surface, metal marks, finger prints and other signs of daily living will be more apparent.)

All decisions regarding this warranty are at the sole discretion of AKG Yalitim ve Ins. Malz. San. ve Tic. A.S.. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of the manufacturer except the ones granted herein.

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Warranty Registration

To ensure that your Çimstone slab will be covered by our 10 year limited warranty, please register it using the online registration form at www.futar.com.sg within 21 (twenty-one) days of the installation. Please do not forget that it is your responsibility to read, understand and accept the "10 Year Limited Warranty (Residential)" and register online. Upon the receipt of the form, acknowledgement of the registration will be made with a reply message to your e-mail address and you will be informed of the registration number.

Çimstone reserves the right not to offer the free warranty service if the requirements established herein are not satisfied, or if the information submitted by the purchaser is false, incomplete or illegible. Keep your proof of purchase of the property and to obtain assistance during the warranty period, please contact the supplier from whom you purchased the product.

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