

Residential Warranty Standard



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Letter of Warranty – Aurastone Standard

This Letter of Warranty (hereinafter, the 'Warranty') shall only be fully valid when the consumer has registered the project within 1 month of the installation of the product, as indicated under "REGISTRATION AND CLAIMS".

The consumer shall send the defective product to AURASTONE SDN BHD. (hereinafter, '**AURASTONE**'). In order to be effective, this Warranty must be registered online on the website www.aurastone.com.my.

AURASTONE reserves the right not to offer the warranty service free of charge if the requirements set out in the previous paragraph are not met, or if the information provided by the consumer is false, incomplete or illegible.

This Warranty is intended for non-professional end users and shall be considered applicable for residential use, such as any building or facility for private accommodation, whether it is a single-family or multi-family residence.

SPECIFIC WARRANTY INFORMATION

This Warranty covers sintered stone surfaces registered under the MYSA brand name, designed for products such as worktops, cladding, walls and floors, among others (hereinafter, the 'Surfaces').

Likewise, this Warranty also covers Surfaces, when they have undergone any variation at the customer's request and it has been carried out at AURASTONE's facilities.

General Principles that the Warranty covers:

- AURASTONE undertakes to replace or repair defective Surfaces under the terms and conditions set forth herein, with the same characteristics (colour, thickness, etc.) as those of the product purchased by the customer.
- This Warranty covers products intended for the uses defined within the scope thereof, and maintained according to the care and maintenance instructions for Surfaces, as set out in the Care and Maintenance manual of each brand. 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.
- It also covers surface defects not found in material quality controls, such as material structural and functional deviations from the normal, resulting from the production process.

General Principles that the Warranty does not cover:

- Intervention by third parties: any damage caused directly or indirectly by any action, work or any other intervention carried out by third parties outside AURASTONE, such as problems caused by incorrect finishing/preparation of the product, modifications to the Surfaces made by third parties, improper installation methods or any other alteration or manipulation of the original product by AURASTONE, such as colour variations, thermal shock, impact damage, misuse or incorrect chemical treatment, performed by third parties outside AURASTONE.
- Unforeseen circumstances, conditions on the site where the Surfaces are installed or handled, architectural and engineering design, structural movement, acts of vandalism, accidents, natural disasters, damage caused by interaction with other products or any other cause beyond the control of AURASTONE.
- Damage resulting from improper use, including, but not limited to: (i) the use of the product for purposes other than those for which it is intended; (ii) use of the product in a manner that does not comply with applicable technical or safety standards; or (iii) failure to follow the Care and Maintenance manual.
- Products that have not been paid for in full.
- Products fabricated and/or installed by third parties.
- This Warranty does not cover Surfaces that do not meet the customer's requirements, in their personal opinion, after delivery, in terms of colour, veining performance and appearance (for those surfaces that have such a feature).

MYSA 25-YEAR WARRANTY:

AURASTONE guarantees the registered owner of the installed MYSA by NABEL products against manufacturing defects for a period of **TWENTY-FIVE (25) YEARS**.

What the Warranty covers:

- Surface damage, such as worktops, cladding, walls, and floors permanently installed inside residential dwellings.
- Cracking caused by exposure to extreme hot and cold temperatures, as well as thermal shock cracking.
- Stains due to common food, beverages and household products, provided that customers have followed the proper care and maintenance guidelines.
- Fading due to direct exposure to ultraviolet (UV) radiation, both inside and outside buildings.

What the Warranty does not cover:

- Cracking and chipping due to the impact of heavy objects and the movement, displacement or positioning of the supporting structure under the surface of the worktop or flooring (kitchen units, floors, foundations, etc.) are not covered under this Warranty.
- Products that have been treated or covered with unapproved chemicals or coatings.
- Products exposed to abnormal use or conditions, or misuse (chipping, cracking, impact damage or breakage due to customer misuse).
- MYSA Surfaces are designed to have a natural, non-uniform appearance; as a result, this Limited Warranty does not cover variations in colour, shade, particle structure or gloss level.
- This Warranty does not cover wear marks on MYSA products, including, but not limited to, metal marks, fingerprints or smudges and other similar wear indicators caused by the use of utensils.
- Some MYSA colours may only be suitable for use in specific applications. The customer will be informed of the colours which AURASTONE recommends to be used for specific applications, and should not rely on any other oral or written statements to the contrary. By purchasing these colours in particular, the customer agrees to indemnify and exempt AURASTONE from all rights and claims under the Warranty if such colours are used or applied contrary to AURASTONE recommendations.

AURASTONE 2-YEAR FABRICATION WARRANTY

AURASTONE guarantees the registered owner of the installed MYSA by AURASTONE products against fabrication defects for a period of **TWO (2) YEARS**.

What the Warranty covers:

- Any structural defects in the stone countertop that may arise as a result of the fabrication process.
- Workmanship/installation issues directly related to the fabrication, provided that the installation was performed by authorized professionals. This could include issues related to cutting, edging, and finishing.

What the Warranty does not cover:

- Fabrication warranties do not cover natural variations in stone color, veining, or texture.
- Issues that result from wear and tear. Wear and tear refer to the natural and expected deterioration that happens over time with regular use.
- Damage to the stone countertop caused by third-party, such as accidents, misuse, or neglect, is typically not covered. This includes scratches, chips, or stains resulting from third-party actions.
- Damage or issues resulting from improper handling or installation by individuals or companies not authorized by AURASTONE are not covered.
- Failure to follow the recommended care and maintenance guidelines provided by AURASTONE can result in the warranty being voided. Customers are typically responsible for proper care of the countertop.
- This warranty does not cover any consequential or additional costs incurred by the customer, such as removal, disposal, or replacement of other items affected by the countertop issue.
- Damage caused by accidents, abuse, misuse, neglect, or acts of nature (e.g., earthquakes) is not covered by this warranty.
- Modifications or repairs conducted by unauthorized individuals or companies will void the warranty.
- Our warranty for stone fabrication workmanship is based strictly on Aurastone standards of quality and craftsmanship. The evaluation of joint line quality will be based on these established benchmarks, which acknowledge that joint lines may have a deviation of 2-4mm due to the nature of man-made fabrication. As such, variations in gap sizes are considered within acceptable standards, and may not always align with individual aesthetic preferences.
- The warranty generally limits AURASTONE's liability to the repair or replacement of the stone countertop itself. Any damages or losses beyond this are not typically covered.

REGISTRATION AND CLAIMS

Warranty Registration:

To be registered as a holder of this Warranty, it must be activated via <https://aurastone.com.my/warranty-registration/> within one (1) month of the installation date.

How to Make a Claim

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

Aurastone Sdn Bhd
No. 2, Jalan Desa Tropika 1/2,
Taman Perindustrian Tropika,
81800 Ulu Tiram, Johor, Malaysia
Office: +607 896 0998
www.aurastone.com.my

To receive timely service under the terms and conditions of this Warranty, you must allow AURASTONE or its authorised agents to inspect the products at your project site. In addition, you must reasonably cooperate with AURASTONE and its agents in their efforts to service this Limited Warranty. AURASTONE's obligations under the Warranty are contingent upon receiving proper notice from the purchaser covered under the Warranty and AURASTONE's reasonable ability to perform. Failure to allow inspection will invalidate this Warranty. In no event shall AURASTONE be liable, whether in contract or tort, for any direct, indirect, punitive, incidental, consequential, or other damages, including but not limited to loss of profit arising from the use or inability to use the product in residential applications covered under this

AURASTONE SDN BHD

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