



Terms and Conditions

B-Stone Limited provides a warranty for 10 (ten) years for BQuartz slabs counting from the initial sale date the slab was bought from us under the terms and conditions mentioned below.

The warranty commits B-Stone Limited to only supply the original fabricator with the replacement material (same colour / finish / thickness as per the original order) required to repair or replace a fault or defect for the specific area affected. B-Stone Limited reserves the right to replace defective material with another similar material if the product protected under this warranty has been discontinued.

All BQuartz slabs must be thoroughly checked by the fabricator before cutting as per our instructions mentioned on our delivery note. We must be informed immediately should any faults / defects be found. The end user should thoroughly inspect the installed product at the time of installation and should immediately notify their supplier of faults / defects if any found.

The warranty only applies to BQuartz materials sold in slab format. BQuartz slabs are manufactured from natural materials, each slab is unique and will therefore contain variations in colour and in the distribution and appearance of quartz. These variations are naturally occurring characteristics of the material and cannot give any cause for complaints.

The warranty is only applicable to:

- manufacturing defects for BQuartz material that has been installed internally for private residential use, assuming normal use and maintenance.
- the first owner and is not transferable / assignable and is given only to the first user of the material following its sale from B-Stone Limited to the fabricator.

This warranty does not cover the cost of breaking out, repairing or re-manufacturing of custom parts, re-tiling, plumbing, installation of built-in devices and electrical works etc. or other consequential damages etc.

Proof of warranty

Both fabricator and/or the worktop surface supplier and end user must retain their proof of purchase (original invoice or sales receipt) stating the purchase date, name of BQuartz material, name of the work surface supplier and/or fabricator. In the event of any issues, the end user should contact the work surface supplier and/or fabricator who in turn shall contact B-Stone Limited.

Warranty exemptions

1. General wear and tear or damage caused by improper use or failure to care for the material in accordance with our Care & Maintenance Guide (www.bstoneuk.co.uk). This includes, but is not limited to, exposure to excessive heat or extreme cold, excessive ultraviolet light, excessive force, impact damage, abrasive or corrosive substances resulting in chemical damage.
2. Providing false or incomplete information with reference to the complaint.
3. Edge or surface damage such as chips, scratches, or cracks due to wear and tear or negligence. A chip or a scratch is not a defect if it is caused by external force such as an impact from a sharp, heavy or hard object. A crack is not a defect if it (amongst other things):
 - Is caused by excessive weight being applied to the surface such as someone standing, sitting or leaning on the material or putting heavy loads on the material. For example, leaning on a hob or sink cut out to clean a window behind the cut out, standing on the worktop to replace a bulb, etc.
 - Is caused by thermal shock such as placing a hot object directly on the material.
 - Is caused by insufficient support under the material that is moving or shifting.
 - Is caused by uneven cabinets or flooring, structural settling etc.
 - Emanates from a cut out section of the material, such as a cut out area for a sink or hob/hotplate.
Cracks of this type are generally caused by the cut out or heat shock, they are not a defect in the material.
4. Known or visible defects at the time of installation, including but not limited to, difference in colour/ tone or appearance.
5. The installation of the material or any accessories used with the material, including:
 - The bending or curving of the material as part of the installation.
 - The milling of the product, including grooves or drainage channels.
 - The use of adhesives, caulking materials, or mechanical fasteners upon the material.
 - The performance or appearance of a joint.
 - Laminations applied to the material.
 - Inadequate support or fixing of the material.
 - Improper installation by a person who is not professionally qualified to install the material, or who is not licensed to perform the installation work under the law applicable to the place of the installation.
 - Any damage to the material from any work carried out by a person other than the original installer.

6. Use for anything other than an internal work surface in a private residence. This includes:
- Use as flooring or external cladding,
 - Commercial use.
 - Outdoor installations including exposure to the elements and excessive exposure to ultraviolet radiation, physical or chemical misuse.
 - Use in or around swimming pools, spas, or any other place with exposure to chlorinated water.
 - Used close/adjacent to any type of fireplace or any other heat source.
7. The warranty does not apply to any materials for which we have not been paid in their entirety.

Please Note:

This is the only warranty provided by B-Stone Limited for its BQuartz material. Only B-Stone Limited is authorised to make any warranty commitment in relation to BQuartz. Assistance will only be given when contact is made within the warranty period. The customer must provide an appropriate and adequate time for B-Stone Limited staff to access the home for inspection purposes and permit them to take photographic evidence.

The appearance of each slab will also vary depending on lighting conditions, placement and viewing angle.

B-Stone Limited shall not be liable for:

- transportation cost of replacement material to the customer's home.
- personal injury or harm caused in whole or in part by fortuitous events, architectural or engineering designs, general design issues, structural movements, acts of God, vandalism, accidents, force majeure, etc.

B-Stone reserves the right to update the BQuartz warranty.
Latest information on www.bstoneuk.co.uk.



Care & Maintenance Guide

BQuartz offers quartz surfaces in a maintenance friendly polished and matt finish. The surface of BQuartz is very dense and does NOT need any special protective treatment or sealing.

Nevertheless, it is important to use the correct care & maintenance products to keep your worktop clean.

For daily cleaning use a long-haired micro-fibre cloth together with a neutral, colourless and residue free cleaning product. Rinse well after cleaning.

Should you want to opt for professional stone care products, then we can recommend:

Lithofin MN Easy Clean: for everyday cleaning, available in a handy spray.

Lithofin MN Power Clean: for a thorough periodical cleaning, also for more stubborn stains.

Lithofin KF Ceramic Clean: tap water is calciferous and may lead to a build-up of limescale on the quartz surface. It is best to periodically clean the surface to prevent a calciferous film from forming.

➔ Always follow the manufacturer's instructions, always test the product first in an inconspicuous area. If you require advice or are in any way unsure about these products, please contact the UK distributor for advice: Casdron Enterprises Ltd – T 01962 732 126 - sales@lithofin.co.uk - www.lithofin.co.uk.

- BQuartz is stain resistant, not stain proof: clean up any spills immediately. Do not allow dirt or liquids to remain on the surface for a long time. Tea, red wine, flower pollen and turmeric can stick to the surface and can be difficult to remove when not wiped clean immediately.
- Materials that harden on the surface after drying (chewing gum, mustard, grease, etc.) should first be scraped off using a blunt plastic scraper, then clean and rinse the affected area with clean water.
- Avoid using products/detergents (be careful with washing up liquids) whose chemical make-up is designed to leave an invisible surface film after cleaning, causing a buildup of limescale/grime.
- Never use an abrasive cleaner and/or an abrasive sponge, scouring pad or steel wool, as these may damage the finish/sheen of your BQuartz surface.

- Do not use cleaning products that contain bleach, ammonia, bicarbonate of soda or products with a pH value higher than 10. So be careful not to put certain dishwasher liquids/tablets on the quartz surface.
- Certain aggressive chemicals (for instance oven cleaners, drain cleaners, caustic soda, etc.) can permanently damage the surface. Also avoid trichloroethane, methylene chloride, paint stripper, acetone, solvents and cleaners with a high alkaline content or pH-value.
- Avoid contact with nail polish remover, marking or printing inks, silicone-based cleaning products.
- Sudden and extreme heat can permanently damage your BQuartz surface. Never place hot objects (pans, casserole dishes, deep fat fryers, etc.) directly on the worktop surface to avoid a heat shock. Always use a trivet or coaster.
- Always use a cutting board when cutting/working on your BQuartz surface to avoid metal cutting marks on the worktop.
- Never sit or stand on the worktop, or place heavy objects on it, since the extra load on the material may cause (hairline)cracks, and even fractures in the material (for example, in case of recesses, voids and overhanging sections of the worktop).

B-Stone reserves the right to update the BQuartz Care & Maintenance Guide.
Latest information on www.bstoneuk.co.uk.