



Finch's
Bespoke Surfaces

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IMPORTERS & FABRICATORS IN GRANITE - QUARTZ - MARBLE - SLATE - STONE

Your Guarantee

Register your Guarantee

This guarantee applies to your CaesarStone worktops and is given by Ebor Equipment Limited. All of the terms relating to this guarantee that are agreed between you and Ebor Equipment Limited are set out in this guarantee. If you feel that this guarantee does not accurately reflect your understanding of what has been agreed, you should let Ebor Equipment Limited know so that any appropriate amendments can be made. It will be more difficult for you to enforce a term that you think has been agreed if it is not agreed in writing and set out in this guarantee. This guarantee does not affect your statutory rights. To be eligible to claim under this guarantee, you must complete, sign and return the acceptance form below within 30 days of your purchase of the CaesarStone worktops.

Meanings

Certain words used in this Guarantee have specific meanings. Where they do, they appear in bold text. A list of these words is set out below.

"Ebor" means Ebor Equipment Limited (company number 01208342) of Gorrels Way, Trans Pennine Trading Estate, Rochdale, Lancashire, OL11 2PX.

"Goods" means Caesarstone worktops.

"Guarantee" means the terms of the guarantee set out in this document.

"you" and "your" refer to the person who originally purchased the Goods for full market value.

Guarantee

2.1 Ebor guarantees to you that the Goods will be free from proven manufacturing defects (as determined in Ebor's sole discretion acting reasonably).

2.2 Your sole remedy for Goods which do not comply with the Guarantee shall be (at Ebor's sole discretion acting reasonably) either the replacement of the Goods with equivalent goods or the repair of the Goods.

2.3 Under no circumstances will Ebor be liable for any direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever regardless of the cause of such damage and whether Ebor knew or had reason to know of the possibility of the loss, damage or injury in question.

2.4 Ebor is not liable to you for any costs relating to de-installation, transportation, re-installation and/or associated or related costs of the Goods.

2.5 Ebor excludes all warranties, representations and conditions which may be implied into this Guarantee by the operation of law to the maximum extent permitted by law.

2.6 This Guarantee constitutes the entire protection given to you by Ebor and supersedes any and all other warranties and representations, whether oral or written, except as expressly set out in this Guarantee.

Applicable conditions

3.1 The Guarantee applies to you as the original purchaser of the Goods and does not apply to any subsequent owner.

3.2 The Guarantee shall only apply to Goods.

3.2.1 purchased by you within the United Kingdom;

3.2.2 properly installed, maintained and cared for according to the CaesarStone User Manual

3.2.3 which have not been moved from their original position of installation; and

3.2.4 which are used for indoor purposes only.

3.3 The Guarantee shall not apply and does not cover:

3.3.1 routine maintenance and caring of the Goods (including, without limitation, scratches, blemishes, spots, the use of cleaning products, chemical damage and other instances of normal wear and tear);

3.3.2 any variations in the thickness, colour, size, shape, pattern, design or tone of the Goods;

3.3.3 any modification, repair or alteration of the Goods by anyone other than Ebor or its approved contractors;

3.3.4 any defects wholly or partly attributable to your negligent acts or omissions; or

3.3.5 anything which does not affect the structural integrity of the Goods.

3.4 It is a condition of this Guarantee that you grant Ebor (and/or other third parties authorised by Ebor) the right to enter your premises at reasonable times and upon reasonable notice for the purpose of examining the alleged defective Goods, their installation, maintenance and use.

Duration

4.1 The Guarantee is for a period of fifteen (15) years from the date of purchase by you of the Goods.

4.2 The Guarantee will expire earlier than the fifteen (15) year period set out in paragraph 4.1 upon any transfer of ownership of the whole or any part of the Goods (whether by means of the sale of your premises or otherwise).

How to make a claim

5.1 You must complete, sign and return the acceptance form set out below within 30 days of your purchase of the Goods which ensures that you have inspected the Goods and are satisfied with the Goods as at the date of purchase.

5.2 Any claim must be addressed in writing to Ebor at the address above and must be received by Ebor within fourteen (14) days after you became aware of the facts upon which the claim is based or such claim shall be deemed waived.

[Download a PDF acceptance form](#)