



ALPHA  
zero

# WARRANTY POLICY

Alpha Zero products have stringent quality standards and quality controls to offer an excellent product. Improved with AlphaShield and EcoAlpha technology, Alpha Zero offers unique high-performance surfaces made of premium minerals and recycled materials that maintain the high aesthetic standard of traditional quartz.

## TERMS AND CONDITIONS:

This warranty applies only to Alpha Zero products.

Alpha Zero, **Classic, Deluxe, Premium and Boutique Collections** are exclusively suitable for interior residential applications.

Alpha Zero **Alfresco Collection** is suitable for exterior undercover and interior residential applications.

## VALIDITY OF WARRANTY:

15-year Residential Limited Warranty. Alpha Zero guarantees that our material will be free from manufacturing defects during the indicated period.

Thanks to its cutting-edge technology AlphaShield, an innovative high-performance stain and substance repellent technology, developed explicitly for Alpha Zero surfaces, we are confident to include a Lifetime Stain Warranty.

Alpha Zero guarantees that your countertop will resist staining and will be protected from a broad range of chemicals and acid corrosion (between pH1 and pH13).

To activate this policy, it is compulsory to register the product, maximum 6 months after purchase. The original receipt could be required at any time by Alpha Zero. In the case of acquisition of a new house, Alpha Zero honours the real estate purchase contract as the original receipt. You are responsible for entering the correct details in the registration form. Those are: contact details, where Alpha Zero is installed and product information. In the event that any information is not correct, your Alpha Zero product may not be properly covered.

This warranty is personal and not transferrable to the natural person that registers his/her personal information according to the instructions given in the registration form.

In order to obtain assistance during the validity of the warranty, you must contact the commercial establishment where the product was purchased or alternatively, you may contact Alpha Zero directly. To request service under this warranty, you must make contact within thirty (30) days of the failure of Alpha Zero surface.

In order to assess any product claim, the policyholder agrees to allow any professional authorised by Alpha Zero to enter wherever the product is installed to examine the product and take pictures of the material and installation.

The purchaser and/or the fabricator/installer are responsible to inspect each slab for colour, pattern, and defects. Material with visible manufacturing defects must not be used. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed.

The warranty covers only manufacturing defects found to adversely affect the installation of Alpha Zero in residential applications. Alpha Zero has the right to repair or replace any material it deems defective, at its sole discretion.

This warranty is only applicable to the product that has been used and maintained by following the care and maintenance recommendations, as recommended by Alpha Zero.

This warranty is only applicable to Alpha Zero surfaces that have been permanently installed indoor and have not been moved from the original installation.

Alpha Zero is not a seamless product; seams are visible. Where there are seams, the product pattern and shade can change.

The Lifetime Stain Warranty

## EXCLUSIONS:

1. Those products that have not been paid in full are excluded from the warranty.
2. Any defect or damage to the Product arising from work done by anyone other than Alpha Zero.
3. This warranty only applies if the Product was installed by a qualified and licensed stonemason.
4. This warranty does not cover installed products in the exterior. *\*Excluding Alfresco Collection see point 18 for Alfresco Collection warranty.*
5. Alpha Zero is not responsible for shipping the material to the destination, nor, in the case, for the cost of transporting any replacement material to the destination.
6. Because Alpha Zero does not have control over, including but not limited to, handling, templating, fabrication, manipulation, cutting, polishing or installation, any incidental and consequential damage arising from these activities is not covered. These items are understood and agreed to be the responsibility of the independent fabricator/installer involved in each project. Alpha Zero highly recommends to carefully read the **Architects & Designers Manual** and/or the **Fabrication & Installation Guide** before manipulating Alpha Zero's products.
7. This warranty does not cover any fabrication or installation cost, nor the incidental costs incurred by other trades, including but not limited to plaster work, plumbing, electrical or structural work etc.
8. This warranty does not cover installed products with manufactured defects that were, or should have been, known or visible to installers at the time of installation, including, without any limitation, possible differences of colour or tone. Alpha Zero is made with EcoAlpha technology and upholds the highest standards of traditional quartz surfaces while eliminating crystalline silica from its composition. Due to the heightened natural appearance replicating high-end quartz, variation in the stone colour, pattern, size, shape and shade are inherent and unique characteristics to be expected with this product, and as such are not covered by this warranty.
9. This warranty does not cover incorrect use. Damage caused by exposure, in use or otherwise, to abrasive or strong alkaline or acid, or free radicals or oxidisers or the like (whether high, neutral or low pH) products are not covered, neither damages caused by exposure to excessive heat

(including but not limited to, hot pans, electric frying pans, air fryers or oven trays), weather or ultraviolet light, or by inappropriate **Care & Maintenance**.

10. This warranty does not cover stains caused by exposure, in use or otherwise, to substances over pH13.
11. Use of the product in floors or other areas intended for the transit of persons or machinery is expressly excluded.
12. Use of the product in walls as decorative element, wet areas, fireplace or similar is expressly excluded.
13. Use of the product in commercial applications is expressly excluded.
14. Cracks and chipping in the product 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 tops, such as standing or sitting on them. Heat, as noted in Exclusion 7, may also result in cracking. Any cracks emanating from a sink cut-out, cook top cutout or "L" shaped cut-out are also not covered under this warranty, as they are not caused by any fault in the material. Chipping, divots, holes, scrapes, dents or marks in the product caused by knocking objects against the surface (or the edges of the surface), or other excessive impact damage is not a material fault, as it is normally the direct result of an impact to the surface, and as such, is not covered by this warranty.
15. Intermittent small dots may appear in the material, varying in shade from the base colour. These dots, whether lighter or darker, are not defects in the material. Intermittent small white dots present in darker colours for example, are recycled glass particles used in the manufacturing process and are recognised as part of the material, and as such, are expressly excluded.
16. In natural-toned surfaces, you may notice darker coloured dots, either large or small, and there may be variations in the veining pattern or background. These variations are intentional and are designed to replicate the appearance of traditional quartz, and as such, are not considered a defect.
17. Our matte products may vary in colour due to their unique design. As a result of the raw materials and polishing techniques used, you may notice slight variations in polish across the surface. This effect may be accentuated under strong artificial or natural light, and does not constitute a flaw in your Alpha Zero surface.
18. **The Alfresco Collection** is UV stable. It is not designed for full exposure to the sun and weather; therefore, it should be installed under cover with limited sun exposure. All other exclusions also apply.

No other entity but Alpha Zero is authorised to offer any warranty agreement related to Alpha Zero products.

This document has been updated April 2024. It prevails over any other Alpha Zero previous warranty document and it shall come into effect on the date of its publication.