

# STONE GUARD™



Stone Guard is our promise to you. Exclusive to Natural Stone Warehouse, the Stone Guard warranty means you can look forward to superb customer care and after sales service, provided by our experienced and professional clean and seal team, from the moment you purchase your tiles and elect to use the Stone Guard warranty.

Enjoy complete peace of mind and the assurance that all products purchased from Natural Stone Warehouse are of the highest possible quality. Stone Guard also ensures that any after care service; including repair, refinishing and replacement, will be provided to you free of charge if your claim is valid.

**NATURAL STONE  
WAREHOUSE™**

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## YOUR STONE GUARD WARRANTY

Should you elect to purchase the Stone Guard warranty, you will have the assurance that the tiles will remain in tip top condition for the duration of the warranty by ensuring that they are cleaned correctly after laying and sealed for protection by our professional and experienced clean and seal teams. In fact, other than **normal wear and tear**, Natural Stone Warehouse warrants that your tiles will repel all water and oil-based stains, that the finish of your tiles will not deteriorate for the duration of the warranty period and in the case of travertine tiles, Natural Stone Warehouse warrants that the filling will not dislodge other than as the result of normal wear and tear.

Stone Guard is only applicable to products installed within a 150km radius of a Natural Stone Warehouse showroom at which Stone Guard warranty is offered.

## OUR PROMISE TO YOU

- We will repair, replace or refinish any affected tiles where we deem it necessary after an evaluation of your claim. Your claim is subject to an on-site inspection conducted by Natural Stone Warehouse.
- All repairs will be carried out quickly and efficiently once we receive your written claim and it has been processed and approved.

## EXCLUSIONS

Stone Guard does not include:

- Any damage to tiles or their finishes that arise from defective workmanship or materials used during the laying or maintenance of tiles.
- Any damage caused to tiles by structural changes to the tile site.
- Natural Stone Warehouse cannot be held responsible for any damage or disruption that may occur during the repair or refinishing of any tiles.

## DURATION

Your warranty will be effective from the date on which the finance manager of Natural Stone Warehouse signs it and once all outstanding balances have been settled. Please see the below schedule for full details on individual product durations.

		TRAVERTINE				MARBLE			
		FILLED & HONED	UNFILLED & HONED	ANTICO/TUMBLED	POLISHED	POLISHED	ANTICO	TUMBLED	
FLOORING	INTERNAL DOMESTIC	3 YEARS	3 YEARS	3 YEARS	1 YEAR	2 YEARS	3 YEARS	3 YEARS	
	EXTERNAL DOMESTIC	1 YEAR	2 YEARS	2 YEARS	NO	NO	2 YEARS	2 YEARS	
	INTERNAL COMMERCIAL	1 YEAR	1 YEAR	1 YEAR	NO	NO	2 YEARS	2 YEARS	
	EXTERNAL COMMERCIAL	6 MONTHS	1 YEAR	1 YEAR	NO	NO	1 YEAR	1 YEAR	
CLADDING	INTERNAL DOMESTIC	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	
	EXTERNAL DOMESTIC	2 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS	
	INTERNAL COMMERCIAL	2 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS	2 YEARS	
	EXTERNAL COMMERCIAL	1 YEAR	1 YEAR	1 YEAR	1 YEAR	1 YEAR	1 YEARS	1 YEAR	
		SANDSTONE		SLATE-QUARTZITE		LIMESTONE			
		QUARRYFACE	HONED	QUARRYFACE	HONED	QUARRYFACE	HONED		
FLOORING	INTERNAL DOMESTIC	1 YEAR	1 YEAR	3 YEARS	2 YEARS	2 YEARS	1 YEAR		
	EXTERNAL DOMESTIC	6 MONTHS	6 MONTHS	2 YEARS	1 YEAR	1 YEAR	NO		
	INTERNAL COMMERCIAL	NO	NO	1 YEAR	1 YEAR	6 MONTHS	NO		
	EXTERNAL COMMERCIAL	NO	NO	6 MONTHS	6 MONTHS	NO	NO		
CLADDING	INTERNAL DOMESTIC	2 YEARS	2 YEARS	3 YEARS	3 YEARS	2 YEARS	2 YEARS		
	EXTERNAL DOMESTIC	1 YEAR	1 YEAR	2 YEARS	2 YEARS	1 YEAR	1 YEAR		
	INTERNAL COMMERCIAL	1 YEAR	1 YEAR	1 YEAR	1 YEAR	1 YEAR	6 MONTHS		
	EXTERNAL COMMERCIAL	6 MONTHS	6 MONTHS	1 YEAR	6 MONTHS	6 MONTHS	6 MONTHS		

Please speak to the branch manager or our sales consultants to view the full extent of the Stone Guard warranty as this is a summary.

Quality materials for contemporary living spaces.