

Please complete and return your quartz work surface warranty registration form within 30 days of installation.

Name	
Address	
Town	
Postcode	
Email	
Tel	
Installation Date	
Kitchen Supplier	
Development Name	ONLY WHEN APPLICABLE
Plot No	ONLY WHEN APPLICABLE
Signature	
Date	

WHEN COMPLETE

Please return the completed form to admin@bmideas.co.uk, or post to the address below:

Bellagio Marble Ideas Ltd, 6 Heathcote Way,
Heathcote Industrial Estate, Warwick, CV34 6TE.



Bellagio Marble Ideas Warranty Information

Bellagio Marble Ideas Limited, whose registered office is at 6 Heathcote Way, Heathcote Industrial Estate, Warwick CV34 6TE (referred to in this document as "Bellagio Marble Ideas", "We" and "Us") warrants that on the day of purchase, and for a period of ten (10) years from the date that installation is completed, the Bellagio Marble Ideas worktop ("the Product") shall be free from any defect in materials, subject to the terms and conditions set out in this document.

The warranty shall come into effect on receipt of this signed form, provided that all sums due in respect of supply and installation of the Product have been paid to Us.

This warranty is only applicable to products supplied and installed by or on behalf of Bellagio Marble Ideas in England, Scotland or Wales.

This warranty is issued in addition to and not in substitution for the customer's statutory rights relating to faulty or misdescribed goods. For detailed advice about your key legal rights, please visit the Citizens Advice website www.adviceguide.org.uk or call 0345 404 0506.

Bellagio Marble Ideas Quartz Ten Year Material Warranty

What the material warranty covers.

This warranty covers faults in the material comprising the Bellagio Marble Ideas Quartz worktop that We supply to the customer.

If the customer has a valid warranty claim, Bellagio Marble Ideas will, at its discretion, either repair or replace any section or sections of the Product that are faulty in accordance with the conditions of this warranty.

Where the Product is replaced by Bellagio Marble Ideas, reasonable action will be used to obtain a good match in relation to the colour and thickness of the product originally purchased by the customer. However, an exact match cannot be guaranteed.

Where a colour has been discontinued from the Bellagio Marble Ideas range, it shall be substituted with the closest colour match available to Bellagio Marble Ideas at that time. Adjoining sections of worktop will be replaced if a reasonable match for colour and thickness cannot be achieved to those sections that are replaced as being faulty.

The warranty covers Bellagio Marble Ideas Quartz kitchen work surfaces that have been permanently installed for domestic purposes only.

The warranty is subject to the use and care by the customer of the Care and Maintenance Guidelines for the upkeep of the Product.

For a warranty claim to be valid, the customer must make a claim as soon as reasonably possible after the fault in the material becomes apparent.

This warranty will apply to any Products that We repair or replace for the duration of the 10 year warranty period that remains as at the date of repair or replacement.

What the material warranty does not cover.

Any faults or defects in the product arising as a result of fair wear and tear or neglect.

Any fault, defect, or damage arising from improper use of the Product. This includes (but is not limited to) using the Product in a way that it is not intended to be used for.

Any fault or defect arising as a result of Us following instructions supplied by the customer.

Any fault, defect or damage resulting from thermal impact, or chemical treatment not recommended in the Care and Maintenance Guidelines, or any aggressive or improper treatment of the Product which may result in chipping, cracking or impact damage. For example:

- cracks in the Product are not covered by this warranty where the result of direct application of heat on the Product, excessive weight or impact on the Product.

- chips in the Product are not covered by this warranty where objects have scraped, bumped or impacted the Product.

- discolouration of the Product as a result of exposure to heat or direct sunlight for prolonged periods of time.

Any fault, defect, or damage arising from the fabrication, installation, fitting, modification or manipulation of the product by Bellagio Marble Ideas or any third party. For example:

- cracks in the Product are not covered by this warranty if the result of movement of the units on which it is mounted;

- defects arising from sink cut outs, application of polished edges and other fabrication processes are not covered by this warranty;

- defects in the joins or fixings of the Product,

Please also note the following:

- due to the composition of the quartz materials, the Product may exhibit small clusters of dark spots, which can create a patchy appearance;

- all worktops will refract light: the quartz within the Product will do the same but in some light conditions may appear dull or shadowy. This property is natural in the material;

- some Products contain a mirror chip in the material. These chips are distributed randomly and may not always face the surface. On occasion, where the manufacture process cuts through a mirror chip, they can be dislodged and where this occurs, we will use a resin filler to repair the surface to make it look even and smooth. None of factors listed above are considered as defects and none are covered by the warranty.

Minor defects and blemishes which are not reasonably evident when the Product is viewed from more than 1 metre away.

Making a Claim

If you believe your Bellagio Marble Ideas Quartz product has a defect and would like to claim in accordance with this warranty, please contact Bellagio Marble Ideas Customer Service either by email, phone or post: Bellagio Marble Ideas, 6 Heathcote Way, Heathcote Industrial Estate, Warwick, CV34 6TE

Email: admin@bmideas.co.uk

Telephone: 01926 430 626

Bellagio Marble Ideas shall verify the claim and if a defect has occurred, in accordance with the terms and conditions of this warranty, will, at its discretion, either repair or replace the section or sections of the defective product.