



CONCRETE WARRANTY

Bespoke Concrete Design warrant our products for a period of five years from the original date of purchase. We warrant that the product will not have any manufacturing defects provided the product has been installed and cared for correctly.

Bespoke Concrete Design is not responsible for labour or installation charges, removal of the existing product or any other expenses associated with a defective product. Bespoke Concrete Designs sole responsibility is replacement or repair of a defective product.

Exclusions to warranty include;

The warranty does not cover edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the product being subjected to high heat or damage caused by improper use.

The warranty does not cover abuse including mishandling or misuse, cracking around voids and cut-outs, damage from physical or chemical abuse and damage from improper care and maintenance including but not limited to, damage caused by cleaning with abrasive substances.

This warranty does not cover scratches or stains or any chemical damage.

This warranty does not cover any failures to benchtops or cabinetry due to inadequate support or unlevel cabinetry for the installation.

This warranty does not cover the altering of any factory-applied finish.

This warranty does not cover additional modifications such as plumbing, electrical, tiles, cabinets, flooring etc that may be necessary to repair or replace the product under this warranty.

This warranty does not cover chipping or pinholes occurring during fabrication or through ongoing use.

This warranty does not cover seam appearance or seam performance.

This warranty does not cover hairline cracking around cut-outs during or after installation.

This warranty applies only to installations that are permanently installed in residences and that have not been moved from original installations.

This warranty does not cover routine maintenance and minor conditions such as stains, acid etching, revealing of pinholes, and water spots that are a function of proper care and maintenance and which may be corrected by following the techniques specified in the Caring of Benchtops guide.

Our concrete products are poured in moulds, therefore when they are removed from the mould, they may have some pinholes along with other voids and discolorations. These are not considered manufacturing defects, rather a part of the natural appearance of the concrete product. With stone products, areas around voids and cut-outs are a weak point and are susceptible to cracks. These are not manufacturing defects and due to the reinforcing used these cracks are not structural rather aesthetic.