



DESIGNER CONCRETE PRODUCT WARRANTY

Luxcrete Designer Concrete warrant our concrete products for a period of five years from the original date of purchase. We warrant that the product will be free from manufacturing defects, and where applicable to the product, provided the product is fabricated and installed by a Luxcrete Designer Concrete fabricator/installer.

See *Special Note* at end of document.

EXCLUSIONS

1. This warranty does not cover use of the product for any commercial purpose
2. This warranty does not cover scratches or stains. Read in conjunction with 'Care & Maintenance Guide'
3. This warranty does not cover any chemical damage. Read in conjunction with 'Care & Maintenance Guide'
4. This warranty does not cover the altering of any factory-applied finish
5. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc that may be necessary to repair or replace the Luxcrete Designer Concrete product covered under this warranty
6. This warranty does not cover chipping or pinholes occurring during fabrication or through ongoing use
7. This 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 or abuse including damage from mishandling or misuse, cracking around voids and cut-outs, exposure to ultra violet light, 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
8. This warranty does not cover seam appearance or seam performance
9. This warranty does not cover hairline cracking around cut-outs during or after installation.
10. This warranty applies only to installations that are permanently installed in residences and that have not been moved from original installations

11. Where outdoor kitchen cabinetry is installed by Luxcrete Designer Concrete, this warranty extends to cover any failures to bench tops or cabinetry due to inadequate support or construction, but does not cover pre-fabricated products such as cabinetry, cabinet doors or sinks (which provide their own warranty)
12. This warranty does not cover products that have not been paid in full
13. This warranty is not transferable during the warranty period to any subsequent owner of the residence in which the surface product or outdoor kitchen built by Luxcrete Designer Concrete was originally installed
14. 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 Care & Maintenance Guide
15. The warranty does not apply where the defect is trivial or insubstantial and where the product is installed with known or visible manufacturing defects at time of installation, including but not limited to colour variance or flatness deviation beyond reason
16. Any claim under the warranty will not be recognised or accepted and the warranty does not apply if:
 - a. the claim is not supported by proof of the purchase of the product from Luxcrete Designer Concrete within five years prior to the date of the claim
 - b. the claim is not made within a reasonable period after the defect in the product would have become apparent to a reasonable person
 - c. the product alleged to be defective is not made available for inspection and testing by Luxcrete Designer Concrete or its authorised representatives or consultants

Special Note:

Concrete bench tops are a wholly handmade product by spraying/pouring into moulds. When the pieces are removed from the mould they will have pinholes, as is inherent in concrete, along with other voids, "character markings", and discolorations. These will become more pronounced and increase in number as the bench top is polished. These holes will be filled but with age some further pinholes may appear in the surface. These are not considered manufacturing defects, rather it is a reflection of the ongoing appeal and patina of concrete as a raw and



beautiful product. Areas around voids and cut-outs are a weaker point and are more susceptible to hairline cracks. These are not manufacturing defects and due to the strong internal reinforcing used, these cracks are not structural, only aesthetic, and will age well without concern. If unsure, please contact us. Luxcrete Designer Concrete are always available to come and discuss any aspect of your concrete product(s). We want you to enjoy the natural beauty that concrete affords, and with a little care, these can last a lifetime.

RETURN POLICY / WARRANTY / REFUNDS

LDC does not offer refunds and any money paid for orders placed is not transferrable. Due to the custom made nature of our orders, LDC does not offer exchanges on orders placed and received.

PAYMENT CONDITIONS

To secure your order, we require a 10% deposit of total price, along with a 60% materials and progress payment. Commencement of manufacture will not occur until the deposit is paid in full. The remaining balance may be paid intermittently with full balance due and cleared at installation date.

ORDER CANCELLATIONS

Due to our products being custom made, we do not accept cancellations of orders. Once paid, payments are not transferrable or refundable, and payment schedule guide is set out in your invoice.