

nustone

NUSTONE PATIOS LTD

10-YEAR PORCELAIN PAVING LIMITED WARRANTY

Validity:

Valid from 01/09/2024

This warranty is applicable exclusively to the individual whose billing details appear on the order. It remains valid only if the product is installed according to the recommendations provided by Nustone Patios Ltd's [Installation Guide](#) and/or relevant British standards. The warranty will be void if planning permission (where applicable) has not been obtained for the installation. To ensure validity, the product must be maintained according to the standards outlined in the Nustone Patios Ltd's [Cleaning & Sealing Guide](#). The warranty covers only standard porcelain paving products and excludes steps, copings, or other manufactured items. The warranty period starts from the date the material was delivered to the site. For projects requiring multiple deliveries, the date of the first delivery will be considered the start date of the warranty.

Definitions of Defects:

This warranty covers severe frost damage, cracking, breaking, and delamination.

Project Application:

This warranty is valid only for installations at residential properties. It does not cover commercial or public installations.

Exclusions:

The warranty does not cover:

- Damage caused by vehicle traffic.
- Aesthetic issues such as colour variation, colour fading, and natural weathering.
- Minor surface pitting, minor frost damage, or any staining from any substance.
- Damage from impacts, accidents, subsidence, movement of the subbase or subsoil, ground heave, tree roots, poor drainage, excessive groundwater, floods, or any natural disasters. This list is not exhaustive, and Nustone Patios Ltd reserves the right to deny claims for circumstances reasonably beyond our control.

Please note that replacement products provided under this warranty may vary in colour and tone. Nustone Patios Ltd cannot guarantee an exact match for replacement products and accepts no responsibility for such variations.

Value of the Warranty:

The warranty for materials and reinstatement is limited to the original project costs, adjusted for inflation from the start date of the warranty. In the case of partial failures, the warranty's value will be applied proportionately. For example, if 5m² of a 50m² patio fails, only the defective 5m² will be replaced.

Nustone Patios Ltd