

INTERNATIONAL STONES

— Wholesale Supplier of Quality Stones —



Terms and Conditions

A 25 year performance warranty is offered to customers who purchase any of our granite work surfaces. The warranty states that the treated surface will remain water and oil resistant when compared to an untreated surface for a 25 year period. It is offered only when STAIN-PROOF™ Plus is applied by our Dry-Treat Accredited Applicator to Dry-Treats application instructions and guidelines, and the surface is maintained regularly using the Recommended Maintenance System. The warranty does not apply if the product is misused, the surface (horizontal only) is not maintained in accordance with the Recommended Maintenance System, the use of the surface is inappropriate or the surface is exposed to unusual/excessive environmental conditions or the surface is already damaged and/or defective and/or unfit for purpose. The warranty does not apply if the product is applied to Sandstone or Limestone or other porous mineral building material in a salt water/freeze-thaw environment unless it has been dip sealed and treated with Dry-Treat 40SK™ more than two weeks prior to the application of STAIN-PROOF™ Plus.



Recommended Maintenance System (for Natural Stone and Composite Quartz)

- Clean up any spills immediately.
- Regularly clean the surface using Rejuvenata™ Spray or simply wipe with water and a cloth. After applying Rejuvenata™ or water, lightly polish with a soft, absorbent lint-free cloth or paper towel to remove the excess.
- For cleaning of a particular area or spot cleaning use Oxy-Klenza™ or Rejuvenata™ Active, diluted acid free bleach (e.g. 5% sodium hypochlorite in water), or similar. Always test the cleaning chemical on a small inconspicuous area of the surface before using it to clean the rest of the surface, as it may lighten or darken some surfaces. For any queries regarding treated surfaces please contact us.
- Claims against Dry-Treat will be considered only if it is determined that the treated areas have not remained water and stain resistant as described. All warranty claims require documentation of a reasonable cleaning/maintenance schedule. In the event of a proven claim, Dry-Treat undertakes to supply sufficient product free of charge to ensure the continued effectiveness of the treatment.

Conditions Applying to STAIN-PROOF™ Protection Claims:

1. Surfaces must have been properly maintained according to the Recommended Maintenance System.
2. Claims shall be made in writing. Notification must be immediate where practicable and made within one month at the latest.
3. In the event of a dispute regarding the cause of damage, the dispute must be heard by a neutral third party, approved by both parties. The parties shall endeavour to reach agreement on the handling of the claim on the basis of the expert opinion. Costs incurred will be paid by the party held responsible for the damage.
4. If mutual agreement cannot be reached within six months, either party may commence legal action.
5. This warranty shall be governed by and interpreted in accordance with the laws of England and Wales.
6. Surfaces in salt water environments deteriorate faster, even if they are sealed, especially softer highly porous materials, including many types of sandstone, limestone and travertine. For surfaces in salt water environments, Dry-Treat can only warrant that the surface will remain looking better for longer than an unsealed surface.

Dry-Treat expressly disclaims any liability for incidental or consequential damage arising through the use of the product. Except as expressly provided herein, there are no other warranties, express or implied, including any warranty of merchantability or of fitness for a particular purpose. Dry-Treat products come with guarantees that cannot be excluded under consumer law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.