

Warranty Guide

SilkSurface™

SilkSurface™ ensure that our products are manufactured using only high quality materials and workmanship. Should you find fault with either materials or workmanship within the warranty period noted below, SilkSurface™ will, at its discretion, repair or supply a replacement for the faulty product or component.

Warranty Period:

SilkSurface Kitchen Benchtops	10 years
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The SilkSurface™ warranty will only apply where the product has been installed by qualified tradesmen and in full accordance with our installation instructions. This warranty does not cover damage by improper installation, accident, misuse, abuse, negligence, excessive wear and tear, improper care and lack of maintenance, extreme heat damage, use of harsh abrasive cleaners, or other extreme environmental conditions.

SilkSurface™ is suitable for outdoor applications when installed under a roof, shielding it from full exposure to harsh conditions. Warranty coverage applies only to areas with overhead shelter. Please note: Translucent colours are not warranted for outdoor use.

As with many products, prolonged exposure to direct sunlight may result in slight discolouration or fading over time. This can typically be rectified by going through the sanding process, which will restore the product to its original colour. This is not an indication of defective product and would not be eligible for a warranty claim.

SilkSurface™ liability is limited to repair, replacing, or giving a

credit for the faulty goods and it does not include installation expenses and/or damages or removal of any unit. The purchaser must provide proof of purchase when making a claim. The warranty will be void if a damaged or incorrect unit has been installed.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To make a claim please contact SilkSurface™ on the phone number or email address below.

Please note that installation of any product is regarded as acceptance of that product and therefore no claims for faulty or damaged goods can be made after installation. Any claim for faulty or damaged goods must be made within 48 hours from receipt of product.



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