



MAMO Sintered Stone® Warranty

Product: MAMO Sintered Stone®

Manufacturer: MAMO Architectural Stone Surfaces®

Address: 27 Helles Ave, Moorebank NSW 2170

Phone: 02 8985 2666

Warranty Terms

1. Warranty Coverage:

MAMO Architectural Stone Surfaces® provides a limited 25-year guarantee to the registered owner of installed MAMO Sintered Stone®, covering against manufacturing defects. For commercial/multi-residential projects, a limited 10-year guarantee is offered, ensuring coverage against manufacturing defects for the duration of the warranty period.

2. Covered Defects:

- Surface damage on installed two-dimensional applications like worktops, cladding, walls, and floors within dwellings or non-residential properties, as detailed in the Care & Maintenance Guide.
- Cracking resulting from exposure to extreme hot and cold temperatures, including thermal shock cracking.
- Stains from typical food, drinks, and household items, provided proper care and maintenance guidelines have been followed.
- Fading due to direct UV radiation exposure, indoors or outdoors.
- Use of MAMO Sintered Stone® in areas such as barbecues or fireplaces, subject to strict adherence to installation instructions available at: [MAMO Sintered Stone Service Manual](#)

3. Exclusions:

This warranty does not cover:

- Cracks and chips resulting from heavy objects impacting the surface or movement of supporting structures under the worktop or flooring (such as kitchen units, floors, foundations, etc.).
- Products treated or coated with unauthorised chemicals or coatings.
- Damage due to abnormal use, misuse, or improper conditions (such as scratches, chipping, cracking, or impact damage caused by customer misuse).
- Natural variations in colour, shade, particle structure, or gloss level inherent in MAMO Sintered Stone® surfaces.
- Wear marks on MAMO Sintered Stone®, such as scratches, metal marks, fingerprints, smudges, or similar indicators caused by utensil use.
- Failure by the contracted stonemason/fabricator to inspect slabs prior to fabrication and installation. Any defects not reported before fabrication or installation will void warranty coverage for damages incurred during or after these processes.
- Certain MAMO Sintered Stone® colours may be recommended only for specific applications. Customers should follow MAMO Architectural Stone Surfaces® recommendations regarding colour use; contrary use may void warranty coverage.
- The warranty for MAMO Sintered Stone® with a slip resistance finish is limited to FIVE (5) years under the same terms, conditions, and limitations.

4. Claim Process:

To file a warranty claim, the original purchaser must:

- Contact MAMO Architectural Stone Surfaces® within 30 days of discovering the defect.
- Provide proof of purchase and photographs of the defect.
- Allow MAMO Architectural Stone Surfaces® or an authorised representative to inspect the defect.

5. Remedy:

If a defect is confirmed by MAMO Architectural Stone Surfaces®, the company will, at its discretion:

- Repair the defective slab, or
- Replace the defective slab with a slab of equal or greater value.

6. Limitations:

- This warranty is the sole and exclusive warranty provided by MAMO Architectural Stone Surfaces®.
- No other warranties, express or implied, are provided, including but not limited to, any implied warranties of merchantability or fitness for a particular purpose.
- MAMO Architectural Stone Surfaces®'s liability is limited to the repair or replacement of defective slabs. MAMO Architectural Stone Surfaces® is not liable for any other damages or expenses, including but not limited to, labour

costs for removal or installation, or any incidental or consequential costs/damages.

7. Australian Consumer Law:

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.

Care and Maintenance

To ensure the longevity and beauty of your MAMO Sintered Stone® slabs, please follow these care and maintenance guidelines:

- Clean spills promptly using a damp cloth and mild detergent.
 - Avoid using abrasive cleaners or pads.
 - Use trivets or mats under hot cookware.
 - Do not expose the slabs to harsh chemicals or solvents.
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Contact Information

For warranty service or any further questions regarding the care and maintenance of your MAMO Sintered Stone® slabs, please contact:

MAMO Architectural Stone Surfaces®
Address: 27 Helles Ave, Moorebank NSW 2170
Phone: 02 8985 2666
