



Warranty Information

LucinoZero is engineered to hold its own in the busiest room in the house. This certificate is our commitment that the surface we made for you will perform for years to come.

Thank you for choosing LucinoZero.

For more than twenty years, our team has designed, manufactured and installed benchtops across the South Island, and we hold every one to an extremely high standard. This warranty is the peace-of-mind side of that work: it covers your genuine LucinoZero slab against manufacturing defects for ten years from the day it is installed.

1. Warranty

Southern Manufacturing Ltd, trading as Lucino Benchtops ("Lucino Benchtops"), warrants that LucinoZero engineered stone slabs used in an installed benchtop will, subject to the terms, conditions and exclusions set out in this warranty, be free from manufacturing defects in the slab material for a period of ten (10) years from the date the completed benchtop is installed.

This warranty applies solely and exclusively to genuine LucinoZero engineered stone slabs. It does not apply to any other product, material, slab, surface, brand, accessory, appliance, fitting or component, whether supplied, fabricated, installed or sold by Lucino Benchtops or any other party.

2. Warranty Period

The warranty period begins on the date of installation of the completed benchtop and continues for a period of ten (10) years.

Proof of purchase and proof of the installation date may be required when making a warranty claim.

3. Who This Warranty Applies To

This warranty applies to the original purchaser of the LucinoZero engineered stone benchtop and to LucinoZero slab material installed in New Zealand.

The warranty applies only where the LucinoZero engineered stone slabs have been used, fabricated, installed, maintained and cared for in accordance with applicable product instructions and accepted industry practices.

4. What Is Covered

Subject to the terms and exclusions in this warranty, Lucino Benchtops warrants the LucinoZero engineered stone slab material against manufacturing defects that materially affect the performance or integrity of the slab during the warranty period. If Lucino Benchtops determines that a valid manufacturing defect is covered by this warranty, Lucino Benchtops may, at its discretion and subject to applicable law:

- repair the affected LucinoZero material;
- replace the affected LucinoZero slab material with the same or a reasonably comparable LucinoZero product; or
- provide another remedy agreed with the customer.

Any replacement material may vary in colour, shade, pattern, veining, texture or appearance from the original material due to the natural variation between production batches and the availability of products at the time of the claim.

5. What Is Not Covered

This warranty does not cover:

- any product or material other than LucinoZero engineered stone slabs;
- damage caused by incorrect, defective or unauthorised design, fabrication or installation;
- damage caused by misuse, abuse, neglect, impact, excessive weight or abnormal use;
- chips, scratches, cracks or other damage caused after installation unless directly resulting from a proven manufacturing defect in the LucinoZero slab;
- thermal shock or damage caused by excessive heat, hot cookware, appliances or other heat sources;
- damage caused by chemicals, solvents, corrosive substances or inappropriate cleaning products;
- staining or damage resulting from inadequate cleaning, maintenance or care;
- normal wear and tear;
- variations in colour, shade, pattern, veining, texture, gloss or finish that are within normal manufacturing tolerances or are inherent characteristics of the product;
- damage arising from movement, settlement, distortion or structural failure of cabinetry, flooring, walls, buildings or supporting structures;
- damage caused by plumbing leaks, water ingress, moisture, fire, flood, earthquake, natural disaster or other events outside the reasonable control of Lucino Benchtops;
- alterations, modifications, repairs or work carried out by a third party after installation where that work causes or contributes to the defect or damage;
- consequential or indirect loss, except where such exclusion is not permitted by law; or
- any defect or damage unrelated to the LucinoZero engineered stone slab material itself;
- Failure or damage caused by insufficient, unlevel, or structurally inadequate cabinetry, or where maximum overhang specifications have been exceeded.

LucinoZero ENGINEERED STONE SLABS
10 YEAR LIMITED PRODUCT WARRANTY
Issued by Southern Manufacturing Ltd, trading as
Lucino Benchtops, Christchurch, New Zealand

6. Warranty Claims

To make a claim under this warranty, the customer must contact:

Southern Manufacturing Ltd
Trading as Lucino Benchtops
Christchurch, New Zealand

The customer should provide:

- their name and contact details;
- proof of purchase;
- the installation address;
- the date of installation;
- details of the LucinoZero product concerned; and
- photographs and a description of the alleged defect.

Lucino Benchtops must be given a reasonable opportunity to inspect the benchtop and assess the alleged defect before any repair, removal, replacement or alteration is undertaken.

No admission of liability is made by Lucino Benchtops merely by receiving, inspecting or investigating a warranty claim.

7. Assessment of Claims

Lucino Benchtops will assess each claim to determine whether the issue is the result of a manufacturing defect in the LucinoZero engineered stone slab and whether the claim falls within the terms of this warranty.

Where reasonably necessary, Lucino Benchtops may arrange an inspection or request further information before determining the claim.

8. Remedy Under This Warranty

Where a claim is accepted, the remedy will be determined by Lucino Benchtops in accordance with this warranty and any rights or obligations that cannot lawfully be excluded.

Unless required by applicable law or expressly agreed in writing, this warranty is limited to the LucinoZero engineered stone slab material that is proven to be defective.

This warranty does not extend the original ten-year warranty period. Any repaired or replacement LucinoZero material will remain covered only for the balance of the original warranty period, unless otherwise required by law.

9. Consumer Rights

Nothing in this warranty is intended to exclude, restrict or modify any rights or remedies that cannot lawfully be excluded, restricted or modified under the Consumer Guarantees Act 1993, the Fair Trading Act 1986, or any other applicable New Zealand law. Where the LucinoZero product is acquired for business purposes and the parties have validly contracted out of the Consumer Guarantees Act 1993 in accordance with New Zealand law, the terms of the relevant contract will apply.

10. Exclusive Product Application

For the avoidance of doubt, this 10 Year Limited Product Warranty applies only to LucinoZero engineered stone slabs. It does not apply to, and must not be represented as applying to, any other product, material, slab, benchtop surface, brand or component.

11. Warranty Provider

This warranty is provided by:

Southern Manufacturing Ltd
Trading as Lucino Benchtops
Christchurch, New Zealand

Product: LucinoZero Engineered Stone Slab

Warranty Period: 10 years from date of benchtop installation

Installation Date: _____

Customer Name: _____

Installation Address: _____

Invoice / Job Number: _____

LucinoZero Colour / Product: _____

Authorised by:

Southern Manufacturing Ltd t/a Lucino Benchtops

Name: _____

Signature: _____

Date: _____

Cleaning & Maintenance Instructions

- **Daily Cleaning:** Wipe with a damp cloth and mild detergent. For degreasing, use non-abrasive cleaners (e.g. Spray & Wipe), followed by a clean damp cloth.
- **Spill Management:** Clean spills promptly to avoid staining.
- **Stain Removal:** For stains from food colouring, fruit juices, coffee, soft drinks, wine, paints, or permanent markers, promptly clean the area using an appropriate multipurpose cleaner and rinse well with water. Lucino has supplied you with a complimentary cleaner for this purpose.
- **Residue Removal:** Scrape dried substances such as food, chewing gum, nail polish, or paint with a plastic scraper, then clean with a scratch-free scouring pad and rinse with water.