

Guarantee – Stone Products

Lusso Stone Goods are engineered & manufactured to exacting standards. We rigorously test everything we sell to ensure we are bringing you the best quality Goods, guaranteed to last. We are so confident in the quality of Lusso Stone Goods that we offer a Lifetime Goods Guarantee as standard.

Our Lifetime Goods Guarantee is intended to cover the reasonably anticipated lifespan of Goods and applies to the original purchaser and the original installation address only. The guarantee is non-transferable.

- In the unlikely event the Goods fails within the guarantee period, we offer a free replacement or replacement part (or nearest equivalent). Liability is limited to individual Goods and does not cover consequential loss or damage on installation.
- The guarantee does not cover damage during fitting, accidental or malicious damage, improper use, general wear and tear, damage due to poor installation or consequential loss.
- We require original proof of purchase to be provided for us to be able to consider any claim, so please keep your invoice and/or receipt.
- We will replace at our discretion, in part or whole, Goods which are defective. If the Goods are no longer available, we will endeavour to provide a suitable alternative Goods.
- All Goods must be installed in accordance with the instructions provided by qualified professionals and in accordance with local water bylaws. Failure to follow correct fitting will void the guarantee.
- We must be given the opportunity to inspect the Goods, which may be on site, if we request to do so. The Goods should not be removed or destroyed before inspection without our consent.
- If investigation reveals that the fault is not due to a manufacturing or materials defect a callout charge may be applied.
- Where we are satisfied that a defect has arisen because of faulty manufacturing or materials we will, at our discretion, repair or replace the Goods free of charge to you. If we choose to replace Goods that are no longer available, we will replace with a suitable alternative Goods.
- This guarantee does not cover damage and or malfunction caused by inappropriate cleaning and only cleaning products recommended should be used.