



CREATIVE
CRETE

CONCRETE BASIN WARRANTY

Creative Crete's Concrete Basin Warranty covers all made to order basins for a period of 24 months for replacement or labour from original date of purchase. Installers/customers must inspect the product prior to installation to ensure it is free from damage.

Warranty Exclusions Include:

Our warranty does not cover chipping to edges, damage from general wear & tear, accidental damages, cracking or discolouration caused by improper use, damage from product being subject to high heat, cracking around voids, damage from chemicals, physical damage or damage from improper care & maintenance.

Our warranty does not cover scratches or stains. Our sealer is scratch tolerant but not scratch proof. Its important you follow care & maintenance instructions and avoid abrasive cleaners or cloths.

Our warranty does not cover water damage to basins that have been scratched due to improper care or wear and tear.

Our warranty does not cover the altering of our sealer or finish.

Our basins are all hand poured and unique and therefore will have different character to one another. Pinholes/air pockets are considered a naturally occurring character of concrete. These may become more pronounced and increase in number as your basin ages. These are not considered defects, rather the ongoing character of concrete. Pinholes will be filled as and when we see fit in the manufacturing process.

Our warranty does not cover additional costs involved in repair or replacement eg. plumbing, electrical, tiles, cabinets or flooring.

Any defects attributable in anyway to improper installation by anybody other then Creative Crete will not be covered. All basins must be installed using flexible type sealant and will not be covered if a non flexible sealant has been used.

Our warranty will not cover an item that has not been paid for in full or that was purchased as a sample or second.

Our warranty is not transferable during the warranty period to any subsequent owner of the residence were the basin has been installed.

You acknowledge that our handmade and hand finished concrete basins will have naturally occurring qualities including but not limited to variations in texture, dimension and colour. Where structural integrity of the product is not compromised will not be considered a defect.

Claims will not be accepted without proof of purchase within the 24 month period. The basin you are claiming needs to be made available for inspection by a Creative Crete professional.

Claims need to be made within a reasonable time frame from original purchase/delivery date, we believe this to be within 2 months.

Agreeance

By agreeing or accepting a quote, sales order or invoice you are agreeing to the terms of this warranty. Creative Crete doesn't warrant damages caused by daily use.

Concrete is a porous surface and is expected to change and develop character over time and daily use. You acknowledge that our handmade and hand finished concrete basins will have naturally occurring unique qualities - and thats the beauty of concrete.