

Prime Porcelain

by  Estrella[®]

Warranty

Congratulations on the purchase of your new Prime Porcelain surface. Your warranty requires that your porcelain surface is cared for in accordance with the care guide at the back of this warranty.

The official Warranty Registration for your porcelain surface is sent to us by your fabricator or kitchen manufacturer. They are your first point of contact should any issue arise.

We urge you to keep your invoice from your Prime Porcelain fabricator or kitchen manufacturer as proof of purchase. We ask that you familiarise yourself with the Prime Porcelain Care Guide at the end of this warranty to ensure the best care of your porcelain surface and your ongoing satisfaction.

1. Warranty

Subject to the conditions of this warranty set out overleaf, New Zealand Panels Group Limited (the "company"), warrants to the initial purchaser only (the "customer") that for a period of 25 years from the date of installation of the Prime Porcelain surface the product sold by the Company (the "Product"), will be free from defects in manufacture. This warranty does not apply to any other product.

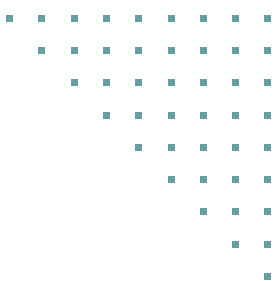
This warranty is provided in addition to any statutory guarantees that apply under the Consumer Guarantees Act 1993 and does not limit or exclude any rights that you have under that Act or any other applicable law that cannot be excluded.

2. Conditions of Warranty

This warranty is strictly subject to the following conditions. The customer acknowledges that failure to adhere to these conditions shall void this warranty.

- a. In order to claim under this warranty, the customer must provide proof of purchase of the Product alleged to be defective and submit a written claim to The Company within 30 days after the defect would have become apparent to a reasonably diligent person (or, if the defect was apparent, or would have been apparent to a reasonably diligent person prior to installation, the claim must be made prior to installation). Before making such a claim, the customer must have advised the fabricator or kitchen manufacturer of the defect immediately, and allowed them and the Company to promptly inspect the Product to verify the defect.
- b. This warranty is for the sole benefit of the customer (being the original purchaser of the product) and is not transferable.

- c. The Product must be installed and maintained strictly in accordance with the Prime Porcelain Care Guide, and any other relevant Company technical literature current at the time of installation (the "Literature") and must be installed using the components or products specified in the Literature. All other products, including coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer's instructions and by qualified trade people using good trade practice.
- d. The project must be designed and constructed in strict compliance with the current New Zealand Building Code and all other relevant laws, regulations and standards.
- e. The customer's sole remedy for breach of this warranty shall be that the Company will either (at the Company's discretion):
 - i. Supply a replacement for the affected Product;
 - ii. Repair or rectify the defective Product;
 - iii. Pay the cost of replacing, repairing or rectifying the affected Product. For the avoidance of doubt, this warranty covers the cost of all reasonable delivery and labour charges that are necessary for the repair or replacement of the affected Product.
- f. The Company will not have any other liability for breach of this warranty (regardless of whether liability would arise in contract, tort including negligence, or otherwise). Without limiting the previous sentence and Prime Porcelain Warranty for the avoidance of doubt, the Company will not be liable under this warranty for any economic loss, loss of profits, income, business or revenue, or any indirect or consequential loss;



- g. Without limiting paragraph f. (above), the customer agrees that the Company will not be liable for any claims, damages or defects arising from or in any way attributable to:
 - i. Poor workmanship (by any person other than the Company, including but not limited to) by a third party fabricator or kitchen manufacturer;
 - ii. Poor design or detailing;
 - iii. Settlement or structural movement and/or movement of materials to which the Product is attached. Cracking caused by changes to the level of the building where the benchtop(s) are installed (the use of L shape components is prohibited), or cracking caused by excessive point loading (Prime Porcelain benchtops are not suitable for standing, walking or sitting on);
 - iv. Physical abuse, misuse, accidents, exposure to excessive moisture, improper maintenance, scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, or normal wear and tear;
 - v. The use of inappropriate cleaning products and which may include but are not limited to, bleach, caustic soda, Draino or oven cleaners;
 - vi. Variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrations;
 - vii. Any act of God, including earthquakes, cyclones, floods or inclement weather, or acts of war (whether declared or not), insurrection, civil disobedience or terrorism, or any other matter which is beyond the Company's reasonable control.
- h. This warranty also does not cover:
 - i. Defects that are trivial and/or insubstantial;
 - ii. Anything that has been disclosed as a feature or limitation of the Product in any literature published by the Company;
 - iii. Products that are sold as seconds, or end-of-line products;
 - iv. Damage caused by the use of any unauthorised 3rd party sealer products. Sealing is not required for this product.
- i. This warranty only applies where the Product has remained installed at the same location at which it was first installed after its sale by the Company.
- j. All warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded to the fullest extent allowed by law.
- k. A replacement product may not reasonably be available from the Company in the same design or colour as the original Product covered by this warranty. If a replacement Product of the same shape, type, design or colour is not reasonably available, then the Company may satisfy its obligations under this warranty by providing a replacement Product of a shape, type, design or colour as close to the original Product as is reasonably practicable, from the Company's then-current stock at the time of replacement.

3. Privacy

The Company complies with the New Zealand Privacy Act 1993 (the Act) when dealing with personal information. In order for the Company to provide this warranty we need to gather information about you which we will keep on file and may use for the purpose of responding to enquiries and warranty claims, checking eligibility for claims under this warranty, and record keeping and audit. This is the information on the Warranty Registration provided by your benchtop fabricator or kitchen manufacturer on your behalf, and includes your name, address, installation date, details of your purchase and your fabricator or kitchen manufacturer. We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

Under the Act, individuals have rights of access to and correction of personal information about them held by the Company. To request access to or correction of your personal information, please contact us on the details set out overleaf.

Prime Panels^{NZ}

For all enquiries:

Phone 0800 477 463

Email sales@primepanels.co.nz

Visit primepanels.co.nz

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Cleaning and Care Guide

Prime Porcelain is a hygienic and easy to clean due to its non-porous surface and ability to resist stains and bacteria. To ensure your benchtop retains its original appearance, clean up spills and splashes from food preparation and cooking straight away and follow these simple steps:

1. General cleaning – Simply wipe with warm soapy water (mild detergent/dishwashing liquid) and then wipe dry to remove all moisture.
2. Greasy marks – As above or use a general-purpose spray and wipe type cleaner. Spray on and allow to activate for a few seconds then wipe off, rinse with a clean cloth and water then wipe dry to remove all moisture.
3. Textured surfaces - Use a soft bristle brush with warm water and detergent and work gently into the surface in a wide circular motion. Rinse with a clean cloth and water then wipe dry to remove all moisture.



**25 Year
Warranty**



**Easy to
Clean**



**Hygienic
Surface**



**Scratch
Resistant**



**Moisture
Resistant**



**Stain
Resistant**



**UV
Stable**