

WARRANTY GUIDE

1. Overview of Warranty

Blokform Custom Concrete Designs offers a limited warranty on all Glass Fiber Reinforced Concrete (GFRC) products, ensuring the structural integrity and quality of the product under normal usage conditions. This warranty provides coverage for defects in materials and workmanship, subject to the terms and conditions outlined below, in our care guide and in our terms of service guide.

2. Warranty Duration

- **Structural Warranty:** 2 years from the date of purchase.
- **Surface Warranty (Finishing & Coating):** 2 years from the date of purchase.

This warranty is valid only for the original purchaser and is non-transferable.

3. Warranty Coverage

Under this warranty, Blokform Custom Concrete Designs will cover:

- **Defects in material or workmanship:** If the GFRC product experiences deformations, or other material failures within the specified warranty period, we will either repair or replace the product at no cost.
- **Coating or finish failure:** If the sealer on the product fades, peels, or cracks within the first 2 years, Blokform Custom Concrete Designs will provide a repair or replacement of the affected area.
- **Manufacturing defects:** Any defect resulting from faulty manufacturing or inadequate curing during the production of the GFRC product.

4. Exclusions

This warranty does **not** cover the following:

Structural damage, surface damage, discolouration or cracking caused by:

1. General wear and tear
2. Failure to comply with Blokform's Care Guide
3. Failure to comply with Blokform's Terms of Service Guide

4. Accidental damage
5. Chipping or other impact damage
6. Excessive pressure
7. Scratches which can arise despite Blokform's scratch resistant (not scratch proof) sealers, including using knives and dragging or using blunt objects directly on the products.
8. Stains which can arise despite Blokform's stain resistant (not stain proof) sealers, including proper maintenance such as failing to wipe down a surface immediately following any spills (including water).
9. Thermal shock, including cracks and warping, when a hot item is left on a Good's countertop, or a product is subjected to high temperatures or sudden heat/cold (including fireplace hearths).

This warranty does **not** cover the following:

- **Damage caused by misuse or mishandling:** This includes, but is not limited to, impacts, accidental drops, or improper installation.
- **Damage caused by improper maintenance:** Failure to follow the care and cleaning instructions provided with the product.
- **Damage due to environmental factors:** Harsh weather conditions such as extreme cold or heat, exposure to chemicals, or prolonged UV exposure that accelerates deterioration of the product.
- **Normal wear and tear:** Gradual fading or slight surface wear from regular use.
- **Non-authorised repairs:** Repairs or modifications done by individuals or entities not authorised by Blokform Custom Concrete Designs

5. Claims Process

To initiate a warranty claim, please follow these steps:

1. **Contact Customer Support:** Reach out to our customer support team by email at admin@blokform.com.au, providing the following information:
 - Proof of purchase (invoice/receipt)
 - Detailed description of the defect or issue
 - Clear photographs of the affected area
2. **Inspection:** After receiving the claim, our customer support team will review the submitted materials and may arrange for an on-site inspection or request additional documentation.
3. **Resolution:** Upon verification of the defect, Blokform Custom Concrete Designs will provide a resolution, which may include repair, replacement, or a refund, depending on the nature of the defect.

6. Proper Care and Maintenance

To ensure the longevity of your GFRC piece, we recommend following these guidelines as outlined in our Care Guide:

- **Cleaning:** Clean with a soft cloth and mild soap solution. Avoid harsh chemicals, acidic and abraisive cleaners, alkaline or high PH cleaners, solvent based cleaners and high-pressure washing and steam cleaning as these can damage the sealer and finish. (Examples to avoid include but not limited to- bleach, ammonia, vinegar, lemon juice, citrus- based cleaners, abrasive materials or cleaners, oven cleaner, bathroom or tile cleaners containing acids, acetone, and anything with grit or pumice)
- **Protection:** For outdoor products, consider covering or sheltering the product during extreme weather conditions.
- **Inspection:** Regularly check for signs of damage or wear. If cracks or surface issues are detected, address them promptly to prevent further damage.

7. Limitations of Liability

- This warranty is limited to the replacement or repair of the defective product. Blokform Custom Concrete Designs is not liable for any incidental, consequential, or indirect damages arising from the use or inability to use the GFRC product.
- Blokform Custom Concrete Designs does not warrant that the GFRC products will be free of all defects or errors but will make reasonable efforts to ensure high-quality standards.

8. Legal Rights

This warranty gives you specific legal rights. You may also have other rights that vary by region or jurisdiction. This warranty does not affect your statutory rights.

For any inquiries or to file a claim, please contact our customer service department at:

Email: admin@blokform.com.au