



QUALITY ASSURANCE POLICY

At Portman Stone we are committed to providing you with both a high-quality service and high-quality product. We recognise that stone worktops are a large investment, so we want to ensure that all customer's expectations are met and that the stone we supply is kept looking perfect for years to come.

Quartz worktops are made from, on average, 93% natural quartz and 7% resins. Each batch of quartz that is produced can differ very slightly in its base colour, pattern and thickness. Natural granite, marble and quartzite is mined and then cut into slabs which means that any natural veining, fissures, or pot marks is natural and will not be treated as a material defect.

What we offer:

Portman Stone will offer you a two-year installation guarantee which means that if you have any issues related to the installation of the stone we will come back as soon as we can to repair this for you. The main issues that this guarantee covers repairs to broken joints and any issues relating to silicone work. This guarantee is provided for all installations completed by fitters employed by Portman Stone.

What our two-year guarantee does not cover:

1. Improper site preparation or maintenance which causes issues to the installed stone.
2. The stone must be installed in line with the manufacturer's recommendations for the guarantee to be valid.
3. Damage done to the product after the installation, including:
 - Installation of accessories.
 - Wear and tear
 - Heat damage
 - Abrasive cleaning agents or corrosive substances
 - Impact damage
 - Chips, cracks, and scratches caused by:
 - i. Excessive weight
 - ii. Thermal shock
 - iii. Inadequate or unstable support or base units.
 - iv. External force considered by an assessment to be enough to damage the worktop.

Other

This guarantee does not affect any third-party warranty you may have from the stone manufacturer.