COMMERCIAL PRODUCT — Studio Group Pty Ltd ABN 57 670 444 701

Limited Ten Year (10) Warranty



Studio Group warrants to the owner of the original installation that Studio Zero silica-free stone material (Product), when fabricated and installed by an Authorised Studio Zero fabricator, shall be free from manufacturing or material defects. This warranty applies to the replacement of defective Product that has been permanently installed and has remained in its original installed location. The option to replace the Product is at the sole discretion of Studio Group.

Introduction

Studio Group makes no express or implied warranty except as required under the Australian Consumer Law. No warranty is given whatsoever for Products produced or provided by other manufacturers.

Studio Group's sole responsibility and liability under this warranty shall be to replace at its sole option the Product shown to be defective during the warranty period. Studio Group shall have no liability for any loss, expense or damage as a result of the installation of Product. The Warranty is limited to supply of a replacement slab only and does not cover fabrication, installation or the cost of removal of an existing benchtop. To the extent permitted by law, Studio Group is not liable for indirect or consequential loss. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

The original owner must provide Studio Group with prompt notification of any alleged issue by contacting Studio Group on 02 6297 7304. Studio Group or its authorised agents must be allowed to inspect the Product and to follow our warranty procedures. All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Studio Group and shall be final and binding on all parties. No representative, dealer, salesperson, distributor, fabricator or any other person is authorised to make any warranty or promises on behalf of Studio Group with respect to its silica-free stone Products.

In the event of a defect covered under this warranty, Studio Group's sole obligation is to supply a replacement Studio Zero slab. This warranty does not cover the cost of fabrication, installation, removal of the existing benchtop or any associated labour. Without derogating from the foregoing, the replacement of defective Product will be subject to inventory constraints. In addition, the replacement Product may not be the same as the defective Product.

Warranty Terms & Conditions

This warranty applies to Product installed on or after 20 October 2026.

- This warranty applies only to Studio Zero silica-free stone Products, and does not apply to any other products.
- This warranty applies only to Studio Zero Products that are permanently installed in commercial structures and that have not been moved from their original installation.
- This warranty only applies to Products and/or services that have been paid for in full.
- This warranty only applies to structures and/or facilities that are occupied.
- This warranty only applies to Products that have been maintained according to Studio Group's Use and Care Instructions.
- Following installation, you must register the Product within thirty (30) days to activate your warranty.

Limited Ten Year (10) Warranty

Warranty Terms & Conditions (continued)

- You may complete the warranty registration at: studiogroup.au/warranty. If no record of your warranty is on file, you must provide proof of purchase, such as a tax invoice or receipt showing the name of the Owner and the Studio Zero fabricator/installer. Upon receipt of this documentation Studio Group will fully honour the Product warranty. You must cooperate with Studio Group or its authorised agents in the inspection of the Product and assist us in efforts to perform our responsibilities under this warranty.
- To request service under this warranty you must contact the company who sold you the Studio Zero silica-free stone Product or contact us directly at 02 6297 7304.
- Laws and building safety regulations governing the design, engineering and construction of installations vary widely, and Studio Group assumes no responsibility with respect to product selection for an installation or the design, engineering or construction of the installation, except as required by Australian building standards and codes.
- Commercial property shall consist of any premises intended for business or commercial use, including but not limited to retail stores, offices, rental properties, serviced apartments, hotels, or other temporary accommodation.
- This commercial warranty is not transferable. This warranty is issued to the original owner of the structure in which Studio Zero was installed and expires upon transfer of the ownership of the structure to a third party. (Subject to rights under the Australian Consumer Law.)

Warranty Exclusions

- This warranty is for commercial installation only as defined within this warranty. Products used for residential purposes are covered by our Residential Limited Warranty. Commercial use includes but is not limited to, rental properties, stores, offices or any other places of business.
- All exterior installations.
- Improper use or abuse, this includes but is not limited to, mishandling of the Product, excessive heat, uneven exposure to weather conditions, physical or chemical abuse or improper care and maintenance.
- Any use of Studio Zero Product as flooring or floor tiles, or in any trafficable floor application. Studio Zero Product is not warranted for flooring.
- Impact damage.
- Scratches — Studio Zero silica-free stone surfaces are scratch resistant but not scratch proof. Proper care must be exercised including the use of a chopping board as part of your routine care.
- Routine Maintenance, this includes but is not limited to removing surface stains or water spots. Follow the directions in the Studio Group Use & Care guide for routine maintenance.
- Fabrication that is not performed according to prescribed fabrication and installation procedures as outlined by Studio Group. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Defects that are visible at the time of fabrication and that were not avoided during fabrication. Fabricators are required to perform a visual inspection of all Product prior to fabrication and again prior to installation.
- Seam appearance or performance, adhesives, caulks or other accessory items. Once installed the primary causes of seam separation or cracking are shifting or movement of the substrate, cabinets or foundation and thermal shock. Thermal shock can occur when a hot pan, dish or other hot object is left on the countertop for more than a brief time. Trivets or hot pads should always be used. These issues are not material defects and are subject to proper use and care by owner.
- Chemical damage.
- Creative Product use such as bending or curving.
- Product that has been reduced in thickness.
- Sink installations.
- Mechanical fasteners affixed directly into the Product.
- Inadequate support for the installation.
- Damage caused by dry cutting or dry polishing.
- Damage caused by failure to follow the recommended minimums for edge details thereby resulting in increased exposure to chipping.
- Mitred edges or corners where the mitre has not been properly cut according to the recommendations provided by Studio Group.

Limited Ten Year (10) Warranty

Warranty Exclusions (continued)

- Any alteration of the factory applied finish.
- Any additional modifications such as plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to replace the Product covered under this warranty.
- Natural variations in colour, size, shape or distribution of the pattern or the background of the Product. These characteristics are inherent and unique characteristics of the product. Colour samples provided are only representative and not an exact replication of what will be installed in your facility.

Studio Group is not responsible for damage or injury that occurs by events beyond our control, including natural disasters, job site conditions, architectural/engineering design, structural movement, vandalism or accidents.

Studio Group shall not be responsible for consequential or indirect loss, except to the extent such liability cannot be excluded under the Australian Consumer Law.

THIS WARRANTY SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN EXCEPT AS EXPRESSLY SET FORTH ABOVE. NO OTHER WARRANTIES ARE MADE WITH RESPECT TO STUDIO GROUP OR THE PRODUCT. STUDIO GROUP EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This warranty gives you specific legal rights and you may also have other rights under the Australian Consumer Law which apply in each State and Territory.