

# Crete Collective Warranty

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**Crete Collective stands behind the quality and suitability of its concrete sinks, basins, accessories, and other products for their intended standard uses, ensuring they are free from manufacturing flaws, contingent upon proper installation and maintenance as per Crete Collective's guidelines.**

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## **Structural Integrity Guarantee for One Year**

Within the initial twelve months following departure from Crete Collective, the company commits to either repair or replace any product that does not uphold its functional purpose due to manufacturing defects, under the condition that the product has been managed, fabricated, and maintained in alignment with Crete Collective's recommendations.

Crete Collective's products are crafted for longevity, yet the aesthetic characteristics may evolve with time reflecting the natural maturation of concrete and the effects of regular usage. The warranty does not extend to the following:

## **Exclusions from Warranty Coverage**

- Damage from misuse, neglect, accidents, or non-adherence to prescribed care guidelines.
- Flaws stemming from any installation, alteration, cleaning, or repairs not performed by Crete Collective.
- Circumstances beyond our control, such as 'force majeure' events, including acts of nature or human-induced incidents, and transportation mishaps.
- Misapplication of the product, including damage from improper handling, extreme temperatures, environmental conditions, chemical or physical stress, and lack of proper maintenance.
- Harm caused by excessive force, alterations, or failure of support structures like cabinets or wall mounts.
- The occurrence of fine cracks, known as 'crazing,' which do not compromise the product's structural soundness.
- Impact-related chips or damage.

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Disclaimer: By purchasing and installing our products, you agree that Crete Collective, its members, employees, and affiliates, cannot be held responsible for any accidents, liabilities, misuse of any of Crete products, or any damages that may be caused thereby.



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- Scratches that occur through ordinary use; while a premium sealer is applied, the natural wear of concrete cannot be fully warrantied.
- Leaking Faucets: Damage to the sealer from repeated dripping of a leaking faucet is not covered under this warranty.
- Standing Water: Leaving the sink full of standing water for prolonged periods voids the warranty.
- The presence of small surface holes, or 'pin holes.'
- Efflorescence or water-related damage due to normal aging.
- Compromised sealer or protective coatings due to abrasive or chemical agents, accidental impacts, incorrect installation, or contact with harmful materials.
- The following are deemed inherent characteristics of concrete and are not considered defects: Variations in natural color tones, shapes, shadows, flows, grains, tonality, and textures.
- Inconsistencies in color or surface that arise from the material's inherent properties.
- Color discrepancies within a single piece of concrete, among different sinks, or between samples and products made in separate batches or at different times.

Crete Collective reserves the exclusive right to determine the validity of any warranty claim. Claims must be submitted in writing to [hello@cretecollective.com](mailto:hello@cretecollective.com) with the following details:

1. Purchaser's name, address, telephone number, and installation location;
2. Details of the product, date and place of receipt, and copies of invoices;
3. A clear description of the defect, including necessary photographic evidence.

Crete Collective is not liable under this warranty for products used inappropriately, installed incorrectly, or damaged through misuse. Crete Collective will not be responsible for any costs or losses related to the removal, replacement, or refinishing of a defective item, nor for any consequential damages.

This warranty is non-transferable and exists alongside, without altering or reducing, any statutory warranties or legal rights.

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