

Introduction

Kava 3 Year Limited Warranty

Offering a 3 year warranty against defects and problems occurring from the manufacturing of the KAVA surface

KAVA 3 Year Limited Warranty

Coverage

1. This limited warranty applies exclusively to original owner of the installation made with KAVA that had remained in its original place of installation and used in the application specified on purchase. The warranty applies only for interior surface and decorative vertical applications, it does not apply for uses KAVA have not specified or any outdoor uses.

if the installation fails due to a manufacturing defect of the KAVA surface original product used to make the installation during the first three years after purchase of the installation, KAVA, at its option, will repair or replace it in accordance with the conditions of this warranty. This is a product only warranty, not a fabrication and/ or installation warranty.

Warranty Exclusions

2. This warranty does NOT cover:

A. Installations not fabricated by KAVA

B. Any damage(s) caused by improper or inadequate use, care or maintenance; and

C. Any material modification or misuse of KAVA surfaces e.g. on-use of cutting boards; and

D. Installation and/or operation outside KAVA surfaces interior environment specifications, i.e. any outdoor installation and/or use; and

E. Physical, chemical or mechanical abuse, i.e any use of the installation that is unreasonable considering the normal and expected uses of such installation and includes, but it is not limited to, damage from vandalism, use of improper cleaning solutions, leaving substances, such as bleach or drain cleaner on the product without

prompt cleaning, the dropping of heavy objects on the surface or installations that have not been maintained in accordance with the KAVA care guidance; and

F. Damage from exposure to excessive heat or cold, i.e. exposure to heat of such a degree that leaves a marks or cracks on the product. Common sense should be exercised when putting hot objects directly from a heat source onto the installation o when exposing the product to extreme temperatures; and

G. Faulty or incorrect fabrication or installation or issues resulting therefrom, such as but not limited to joint failure, insufficient structural support and incorrect expansion gaps

H. Damage arising from structural support or movement and;

I. Damage caused in whole or in part by architectural and engineering design; and

J. Variation in colour and/or pattern on repairs or replacements performed under warranty

K. Damage caused by an Act of God

L. Installations which have been moved from their original place of installation and:

M. Any use or maintenance of KAVA surfaces not in accordance with the use and care instructions in the Care document

N. Scratches and Ordinary wear and tear.

Warranty service

1. When a claim is valid under this warranty KAVA will either provide a replacement or carry out a repair, this is solely at the discretion of KAVA. In such event KAVA will replace or perform the repair including the labour cost. Any other cost associated with or arising from the repair will be responsibility of the owner.
 2. If any repair or replacement of your KAVA surface installation is made under this warranty, this warranty will continue from the original date of purchase of the installation.
 3. To request service under this warranty, please contact directly the source from which you purchased your KAVA surface promptly following discovery of alleged defect. Proof of purchase in the form of an invoice clearly showing the date of purchase.
 4. Prior to any replacement or repair KAVA reserve the right to inspect, or have its duly appointed representative.
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Other terms and conditions

1. Non-transferable warranty

This limited warranty extends only to the original owner of the installation made with KAVA surfaces and it is not transferable to the next owner or purchaser of installation or structure into which the product was installed.