



**NATURAMIA®**

by **LEVANTINA**

L I V I N G   N A T U R E

GENERAL WARRANTY CONDITIONS

---





---

## GENERAL CONDITIONS OF THE NATURAMIA® PRODUCT WARRANTY

LEVANTINA (UK) LTD Unit 5 Houndhill Park, Bolton Road, Wath upon Dearne, Rotherham South Yourkshire, S63 7LG UK GB872933786, grants the end consumer a 10-year warranty counting from the date of the purchase invoice, covering any manufacturing defect of the material used in your **NATURAMIA®** countertop.

LEVANTINA guarantees end buyers that **NATURAMIA®** countertops have passed a set of strict quality controls and that their composition and manufacturing characteristics make them suitable for use and service as kitchen countertops.

Should the product display any manufacturing defect, LEVANTINA shall proceed to rectify it in accordance with these General Warranty Conditions.

---

## HOW TO REGISTER THIS WARRANTY

To be entitled to this warranty, it should be registered or sent in within 60 calendar days of the date on the purchase invoice.

To activate this warranty, the end consumer should fill in the form available on the LEVANTINA website, <https://garantia.levantina.com/formularios/formulario-naturamia-en-uk>. Once this form is registered, you may download your Warranty Certificate from the website. You will additionally receive an email confirming the registration by LEVANTINA, to which your Warranty Certificate shall be attached.

It is indispensable to include the product batch number provided by your supplier, stonemason installer or kitchen retail establishment.

---

## WARRANTY PERFORMANCE

This warranty shall be effective throughout United Kingdom territory.

To make use of this warranty, please send us an email to our address, [warranties@levantina.com](mailto:warranties@levantina.com), indicating your Warranty Certificate Number together with the purchase

invoice. If you have any queries, please contact us on telephone number 01256 336619.

To obtain the service on this warranty, you will need to place the product at the disposal of LEVANTINA, allowing the agent authorised by LEVANTINA and the installer to inspect the product in your home. You shall need to reasonably cooperate with them in the service efforts required to implement this warranty cover.

The information provided by the aforementioned professionals shall be assessed by the LEVANTINA Quality Department, which shall conclude on the effective existence of manufacturing defects.

Should the countertop be deemed to be defective by LEVANTINA, all requirements for obtaining this warranty cover are met and no exclusion concurs in accordance with these General Conditions, LEVANTINA shall proceed to repair or, should this not be possible, to replace the **NATURAMIA®** slab with another one of the same characteristics and conditions.

Should the product be discontinued, LEVANTINA shall select the most similar product in terms of appearance and quality that is available at the time of making the replacement.

Should LEVANTINA deem the repair or replacement to be impossible or excessively difficult and costly, it may instead choose to pay the end user, through the Professional Buyer, a compensation amount determined in accordance with the average market price offered by LEVANTINA for the **NATURAMIA®** slab at the time the defect arises, within the following limits: a) 100% of this price if the defect manifests itself up to the 3rd year from the date of purchase; b) 50% of this price if the defect manifests itself between the 3rd and 5th year from the date of purchase; c) 25% of this price if the defect should manifest itself between the 5th and 10th year from the date of purchase.

LEVANTINA does not grant any warranty whatsoever that exceeds the provisions of these General Conditions as well as of the Consumer- and User-related legislation in force. The guarantees and legal rights of Consumers and Users are independent and compatible with this commercial warranty and shall consequently not be affected by it.

The service of this Warranty shall not be applicable if all requirements established in these General Conditions are not met or if the information supplied by the end customer is false, incomplete or illegible.

---

## REQUIREMENTS FOR OBTAINING THIS WARRANTY

This warranty covers the **NATURAMIA**® products which:

- Have been marketed in the United Kingdom.
- Are fully paid for.
- Are registered by the countertop owner on the date and in the form prescribed.
- Are intended for use as countertops for domestic use, installed in a permanent manner inside the building of the product's end consumer.
- Have been treated by the consumer and user in strict compliance with the maintenance and cleaning instructions listed in these General Conditions.
- Uses differing from those inherent to a kitchen countertop.
- Products that have been exposed to acids, abnormal use or conditions or any form of misuse. "Abnormal use or conditions" shall include, but is not limited to, any damage due to improper use or improper transportation, damage due to excess heat, exposure to adverse weather conditions, physical or chemical misuse, damage due to inappropriate care and maintenance that results in chipping, breakage, damage from impact or breakage due to user misuse.
- Levantina shall not accept responsibility for any damage or injury caused by involuntary acts, working conditions, architectural or engineering design, structural movements, acts of vandalism or accidents.

## EXCLUSIONS OF THE NATURAMIA® WARRANTY

- Damage or defects caused by handling, processing in the stages subsequent to manufacture, improper assembly or installation, or products that have been processed without following the recommendations of the product's Cleaning and Maintenance Guide.
- Damage or defects caused by improper execution or performance of joints.
- The workshop and installer shall be responsible for inspecting the surfaces before making or installing the countertops. LEVANTINA shall not accept responsibility for any defects generated by subsidence in the buildings or bases of the units on which the product has been installed.
- LEVANTINA shall not accept responsibility for any additional or complementary repair or for modifications such as, for example, plumbing, electricity, coatings, veneers and modifications that may be necessary for repairing the **NATURAMIA**® product covered by this warranty. Also excluded are labour costs for dismantling and assembling the **NATURAMIA**® countertop.
- Differences in colour or tone between the sample and the product received. **NATURAMIA**® products are Natural Stone and as such present particular structures, veins and changes in tone, nuances, structures.
- The product due to personal preferences such as colour, finish, etc. The choice of model and finish should be definitive before closing the purchase, since any subsequent changes in the decision shall not be covered by this warranty.

## MAINTENANCE AND CLEANING

**NATURAMIA**® countertops are one of the decoration elements that need less maintenance due to their low porosity and high resistance. However, given their natural composition, it is necessary to follow some simple maintenance and care recommendations that will reduce their variability and maintain their finish.

For this reason, this warranty covers **NATURAMIA**® products that have been maintained in accordance with the following recommendations:

- Clean any spills immediately.
- When cleaning the surface, use a cleaning product with neutral pH or soap and water applied with a cloth.
- Do not use any product not recommended by Levantina, since they shall invalidate the warranty.
- For cleaning, avoid the use of aggressive chemical degreasers. Carefully read the recommendations of the cleaning product manufacturer before using it on the countertop.
- There are products that may stain both the Natural Stone and any other type of countertop. These products are not regularly used in a domestic setting (kitchen and bathroom) and are consequently deemed to be non-standard (iodine, ammonia and aggressive degreasers). We recommend that you do not use such products for cleaning the **NATURAMIA**® Natural Stone countertop.



- Countertop maintenance is performed by uniformly applying PROTOP® with a clean, lightly soaked cloth over the entire surface every 12 months. This will keep your countertop looking like new without the need for professionals.

#### Four simple steps to take in caring for your countertop

1. Not all cleaning products are suitable for the care and maintenance of its surface. Certain common cleaning and polishing products contain acids, oils and greases that produce the opposite effect to the desired one. Avoid any aggressive products that stain the Natural Stone. We recommend the use of warm water and cleaning products with a neutral pH.
2. The stone of your **NATURAMIA®** countertop is unique. Protect it from cuts, abrasion and strong impact to prevent any damage to it. Always use accessories to protect the surface, such as chopping boards or trivets, before putting down pans or using metallic objects.
3. Due to its composition, Natural Stone is affected by acid substances such as those contained in many foods and beverages. Avoid prolonged contact with lemon juice, vinegar, tomato, ketchup, ink, paint, glue, wine, etc. Should your countertop come into contact with such substances, we recommend that you wipe them off with a cloth or kitchen paper as soon as possible.
4. Proper and regular maintenance of your countertop will make it retain its beauty. We advise that you deep-clean the countertop every twelve months with warm water and neutral soap and that, once dry, you apply the anti-stain protector (PROTOP®).

The recommendations for the appropriate maintenance of the **NATURAMIA®** product are not limited to the recommendations mentioned above. You can download the complete Cleaning and Maintenance Guide at [www.levantina.com/en](http://www.levantina.com/en)

## BENEFITS

Nature has created these stones with extraordinary physical skill. At Levantina, we treat them to transform them into the perfect material for countertops.



### BACTERIOSTATIC TREATMENT

Levantina applies a bacteriostatic treatment to all the slabs in **NATURAMIA®**. This prevents bacterial growth on them.



### STAIN-RESISTANT TREATMENT

Levantina applies an exclusive treatment to its **NATURAMIA®** slabs to protect them from stains.

## 10 YEARS WARRANTY

Levantina is the first company to offer a 10-year certified warranty in all its products, providing an Authenticity Certificate with every **NATURAMIA®** product. This certificate must be activated online at [www.levantina.com/en](http://www.levantina.com/en), and it warrants that all the materials has passed strict quality controls. Once activated, it validates the warranty from the installation date.



### **BASINGSTOKE**

Unit 9, Hatch Industrial Park  
Greywell Road, Mapledurwell  
Basingstoke, RG24 7NG  
Tel: 01256 336619  
Fax: 01256 350010  
info@levantina.com

### **ROTHERHAM**

Unit 5, Houndhill Park  
Bolton Road, Wath upon Dearne  
Rotherham, S63 7LG  
Tel: 01709 877778  
Fax: 01709 878000  
info@levantina.com

[www.levantina.com/en](http://www.levantina.com/en)



**LEVANTINA**  
THE NATURAL STONE COMPANY