

25 Year Product Warranty



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25 YEAR WARRANTY

Zenith Surfaces by Stone Ambassador

Dear Zenith Customer,

Thank you for choosing a Zenith Surface for your project. We hope you enjoy it for many years.

Stone Ambassador supplies full, uncut Zenith slabs only to our partnered stonemasons in collaboration with trade customers, including builders, architectural firms, kitchen retailers, cabinet makers. We do not sell Zenith slabs directly to end customers, and we do not cut, shape, finish, fabricate or install them. The finished surface in your project is fabricated and supplied to you by one or more independent trade businesses.

Stone Ambassador provides a **25-Year Limited Warranty** on Zenith Surfaces, covering manufacturing defects in the slab material. This warranty is valid when the product has been purchased through an independent trade partner and is supported by proof of purchase.

The fabrication, installation, and workmanship associated with your benchtop are carried out by independent Stone Ambassador trade partners and are not covered under Stone Ambassador's 25-Year Limited Warranty.

Customers may have separate rights in relation to fabrication, installation, or workmanship under the **Australian Consumer Law**, and any claims relating to these services should be directed to the business that supplied and installed the product.

Register your warranty to receive a complimentary cleaning kit

Complete your warranty registration within 30 days of your installation or handover to receive a complimentary cleaning kit. Registering your warranty provides us with traceability of your benchtop should you ever need to make a warranty claim.

Registration is recommended but is not the only way to prove your warranty entitlement, and it never limits your rights under the Australian Consumer Law.

For care guidance, visit www.stoneambassador.com.au. If you have a product question, our customer service team will be pleased to assist.

Warm regards,

The Stone Ambassador Team

Customer service: (03) 9333 8835 | customercare@stoneambassador.com.au

Zenith Surfaces 25-Year Limited Product Warranty

These plain-language terms explain the additional product warranty given by Stone Ambassador Australia Pty Ltd for genuine Zenith Surfaces slab material supplied in Australia.

Important—Stone Ambassador Supplies Whole Slabs to Independent Trade Partners.

Stone Ambassador supplies uncut slabs to independent trade customers and is not involved in the fabrication, installation, or direct sale of finished surfaces to end consumers.

Independent trade partners are solely responsible for the fabrication, installation, and/or supply of the finished surface to the end consumer. Accordingly, Stone Ambassador's warranty applies only to the slab material and is limited to the terms and conditions set out below.

Your Rights Under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given by this 25-year warranty are additional to, and do not replace, restrict or shorten, any right or remedy available under the Australian Consumer Law or another law.

Warrantor and Claim Contact

Stone Ambassador Australia Pty Ltd (ABN 66 160 538 438)
31 Burnett Street, Somerton VIC 3062
Phone: (03) 9333 8835 | Email: customercare@stoneambassador.com.au
Post claims to the address above, email them to the address above.



Warranty Terms

1. Stone Ambassador's Role and This Warranty

Stone Ambassador Australia Pty Ltd (Stone Ambassador, we, us or our) gives this voluntary warranty directly to the original end customer for genuine Zenith Surfaces slab material supplied by Stone Ambassador in Australia.

In these terms,

Slab means the full, uncut Zenith Surfaces slab supplied by Stone Ambassador to a trade customer. Finished Surface means the part of that Slab later cut, finished and installed at the end customer's property.

Trade Supplier means the independent builder, architectural firm, kitchen retailer, cabinet maker, stone fabricator or other trade business involved in supplying the Finished Surface to the end customer.

A Trade Supplier is not Stone Ambassador's agent and cannot change this warranty or make a promise on Stone Ambassador's behalf unless Stone Ambassador confirms that authority in writing. Nothing here limits a right arising from a representation legally attributable to Stone Ambassador.

2. What the 25-year Warranty Covers

For 25 years from the date the Finished Surface is first installed, Stone Ambassador warrants that the Zenith material will be free from a manufacturing defect in the original Slab, provided the defect first becomes apparent within that period and the requirements in section 3 are met.

This is a material-only product warranty. It is not a warranty for the design or workmanship of the Finished Surface. Stone Ambassador does not cut, fabricate or install the Slab and does not provide or warrant measuring, templating, cutting, edge finishing, joins, cut-outs, cabinetry, substrates, supports, adhesives, sealants, plumbing, electrical work or any other trade service.

3. Eligibility

The voluntary 25-year warranty applies only where all of the following are satisfied:

- You are the original end customer for whom the Finished Surface was first installed;
- The material is genuine Zenith Surfaces, the original Slab was supplied by Stone Ambassador to a Trade Supplier in Australia, and its identity can be established from reliable purchase, batch, production or supply records;
- The Slab was inspected before cutting and the Finished Surface was fabricated and installed in Australia by a competent trade business in accordance with Stone Ambassador's technical and fabrication requirements current when the Slab was supplied;
- The Finished Surface remains at its first installation address and has not been removed, relocated, refinished or materially altered; and
- The Finished Surface has been used for an application approved for that design, thickness and finish, and has been cared for in accordance with the applicable Zenith Care and Maintenance Guide.

The voluntary warranty is not transferable when the Finished Surface or property changes ownership. This does not affect any rights a later owner or other person may have under the Australian Consumer Law.

The 25-year period starts on the installation date shown by a reliable record. If that date cannot be established, the period starts on the earliest reliable record of Stone Ambassador's supply of the relevant Slab to a Trade Supplier. A replacement or other remedy does not restart the 25-year period.

4. Customer Responsibilities

To care for the Finished Surface and enable a fair assessment, you must:

- Follow the applicable Care and Maintenance Guide and use reasonable care;
- Use heat protection, chopping boards and other protective measures recommended for Zenith Surfaces;
- Take reasonable steps to prevent further damage after a problem becomes apparent;
- Keep your invoice from the Trade Supplier and, where available, the installation date, Zenith design, batch details and the fabricator's records; and
- Give Stone Ambassador a reasonable opportunity to inspect and test the Finished Surface before it is removed, repaired or altered.

5. Appearance, Samples and Product Selection

Manufactured Variation

Zenith Surfaces is a manufactured decorative material. Variation in colour, shade, background tone, pattern, veining, particle distribution, texture, gloss, reflectivity and markings may occur within one Slab and between Slabs or production batches. Pattern placement and vein alignment across joins or adjoining pieces will also vary at the discretion of the independent trade/s engaged by the end user. These visual differences are normal characteristics unless they fall outside Stone Ambassador's applicable product specification.

Matte and textured finishes can show fingerprints, smears, metal marks and everyday residue more readily than polished finishes.

Marks resulting from normal wear and tear that can be removed using the recommended cleaning process are considered a maintenance issue and are not regarded as a manufacturing defect or a valid warranty claim.

Digital, Photographic and Printed Representations

Stone Ambassador takes reasonable care to show colour, scale, texture and detail accurately. Actual appearance can nevertheless differ because of device and screen settings, ambient light, photography, editing, image compression, printing, the size of the image or sample, the part of the slab shown, and normal batch and production variation.

Website, brochure, catalogue, visualiser and social-media content is provided in good faith as a general guide. It is not a substitute for inspecting the material or obtaining project-specific advice from the Trade Supplier or one of our showrooms. Product content may be corrected or updated, and Stone Ambassador is not responsible for content on a third-party website unless Stone Ambassador has expressly adopted that content in writing.

To the extent permitted by law, Stone Ambassador is not liable for loss caused by reliance on a digital or printed representation alone where a reasonable pre-purchase inspection or written confirmation would have revealed the relevant difference. Nothing in this paragraph excludes liability that cannot lawfully be excluded, including liability for a representation legally attributable to Stone Ambassador.

Inspect Before Final Selection and Fabrication

Before authorising a final selection, inspect a current physical sample and, where available, the actual full Slab at a Stone Ambassador showroom or authorised display. Confirm the design, finish, thickness and any project-critical requirement in writing with the Trade Supplier. A showroom visit is for viewing and product guidance; Stone Ambassador does not sell or fabricate the Finished Surface for the end customer. A small sample, display or image is not a promise that every Slab or every part of a Slab will look identical.

The Trade Supplier and fabricator must inspect each Slab before cutting and report any visible concern to Stone Ambassador before fabrication. Under this voluntary warranty, Stone Ambassador is not responsible for avoidable fabrication or installation costs incurred after a visible issue should reasonably have been identified before cutting. Any non-excludable rights remain unaffected.

How Appearance is Assessed

An appearance concern will be assessed on a clean Finished Surface from the ordinary position and distance at which it is used, under typical ambient lighting. Magnification, camera flash, concentrated spotlights or light cast almost parallel to the surface can exaggerate features and are not the sole basis for deciding whether a manufacturing defect exists.

6. What this Voluntary Warranty Does not Cover

The voluntary warranty does not cover a condition, failure, loss or damage to the extent it was caused or contributed to by any of the following:

Trade Services and Finished Works.

Selection or ordering by a Trade Supplier; measuring; templating; cutting; drilling; edge work; polishing; joins; cut-outs; adhesives; sealants; fastening; support; cabinet or substrate design; fabrication; installation; repair; or other workmanship not performed by Stone Ambassador.

Handling After Trade Supply.

Transport, storage, lifting, site handling or impact after the Slab was collected by, or delivered to, the Trade Supplier.

Ordering or Selection Errors.

An incorrect design, colour, finish, thickness, quantity or Slab selected or ordered by a Trade Supplier, except to the extent caused by Stone Ambassador supplying material different from the Trade Supplier's accepted order.

Structural or Mechanical Forces.

Building settlement or movement, cabinet or substrate movement, insufficient or uneven support, flexing, vibration, excessive load, point load, standing or sitting on the surface, or impact.

Heat and Thermal Shock.

Hot cookware, trays or appliances placed directly on the Finished Surface, sustained heat from portable appliances, rapid temperature change, flame, fireplace heat or inadequate clearances.

Misuse or Unsuitable Application.

Abuse, negligence, use contrary to technical guidance, or use for flooring, swimming pools, external cladding or another application not expressly approved for the particular Zenith product.

Sunlight and Weather.

Outdoor use, direct or prolonged ultraviolet exposure, rain, frost or other weather unless Stone Ambassador's written technical material expressly approves that Zenith product and application.

Chemicals and Cleaning.

Failure to follow the Care and Maintenance Guide; abrasive treatment; or exposure to paint stripper, strong acids or alkalis, hydrofluoric acid, methylene chloride, trichloroethane, harsh solvents or another incompatible substance.

Alteration or Relocation.

Removal from the first installation address, reuse, relocation, refinishing, surface coating or repair not approved in writing by Stone Ambassador.

Events Outside Product Manufacture.

Fire, flood, storm, earthquake, vandalism, accident, infestation or another external event.

Normal Use and Ageing.

Ordinary wear, gradual change in gloss or texture, marks, stains or scratches arising from use, or maintenance issues that do not result from a manufacturing defect.

· Sustained moisture and wet-area applications.

Use in shower niches, shower benches, indoor pool surrounds or pool decking, integrated sinks, or any other location subject to continuous or repeated exposure to moisture or condensation, repeated temperature changes or similar environmental conditions, unless Stone Ambassador's written technical material expressly approves the particular Zenith product and application. Any approval is subject to the stated fabrication, installation, waterproofing, drainage, sealing, ventilation, maintenance and exposure requirements.

Cracks, Chips, Scratches and Impact Marks

Cracking, chipping, scratching, dents, divots and impact marks are not automatically manufacturing defects. They are often caused after manufacture by fabrication, installation, structural movement, inadequate support, thermal stress, load or impact. Stone Ambassador will consider the location, pattern and available evidence to determine whether the reported condition falls within this warranty. Any cracks emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out that have not been manufactured as per our fabrication guide are also not covered under this warranty, as they are not caused by any fault in the material.

Chipping, divots, holes, scrapes, dents or marks in the Product caused by knocking objects against the surface or the edges of the surface or other excessive impact damage is not a material fault, as it is normally the direct result of an impact to the surface, and as such it is not covered by this Warranty; Approved-use exception

If Stone Ambassador expressly approves a particular outdoor, fireplace or other special application in writing, that approval applies only to the stated Zenith product and conditions. Damage caused by non-compliance with those conditions remains outside the voluntary warranty.

7. Making a Claim

Notify Stone Ambassador as soon as reasonably practical after becoming aware of a possible defect and ordinarily within 30 days. A delay will not by itself defeat a claim, but Stone Ambassador is not responsible under this voluntary warranty for additional damage or cost caused by an unreasonable delay or for prejudice caused by the Finished Surface being altered before assessment.

You may lodge a material warranty claim directly with Stone Ambassador or ask the Trade Supplier to assist. If the concern appears to involve fabrication, installation or other workmanship, contact the business that supplied the Finished Surface because Stone Ambassador did not provide those services.

Lodge the claim using the contact details below and provide, where available:

- Your name, contact details and installation address;
- Proof of purchase and the installation date;
- The Zenith design, colour, finish, thickness and batch or production code;
- The Trade Supplier that sold or supplied the Finished Surface, together with the fabricator and installer details;
- Clear photographs showing the whole installation and the reported issue at close and normal viewing distances;
- A concise description of when the issue was noticed and any relevant event, use, cleaning, repair or alteration; and
- Any other information reasonably required to assess manufacture, identity, causation or remedy.
- Do not remove, repair, cut or otherwise alter the affected Finished Surface until Stone Ambassador has had a reasonable opportunity to inspect it, unless urgent action is reasonably necessary for safety or to prevent further loss.

Stone Ambassador may inspect the installation, take photographs or samples, conduct reasonable testing and consult businesses in the trade supply chain or an independent expert. You must provide reasonable access at an agreed time. Stone Ambassador will decide the voluntary warranty claim after a reasonable investigation and communicate the outcome.

8. What Stone Ambassador Will Do

If Stone Ambassador accepts a claim under this voluntary warranty, it may choose either of the following material-only remedies:

- Supply without charge one or more replacement whole Zenith slabs, up to the quantity reasonably required to replace the affected Zenith material, to a Trade Supplier or fabricator nominated or approved by Stone Ambassador; or
- Pay an amount up to Stone Ambassador's original wholesale selling price for the quantity of Zenith slab material reasonably required to replace the affected material.
- The repair of the Products;
- The payment of the cost of replacing the Products or of acquiring equivalent products; or
- The payment of the cost of having the Products repaired.

Stone Ambassador supplies replacement material as whole slabs. It does not measure, cut, fabricate, remove, dispose of or install the replacement material. Those trade services are not included in this voluntary warranty unless Stone Ambassador expressly agrees otherwise in writing.

The choice above applies only to this voluntary warranty. It does not limit a consumer's right to choose a remedy where the Australian Consumer Law gives that choice, including for a major failure.

Stone Ambassador cannot guarantee that replacement material will exactly match an existing Slab, adjoining piece or earlier production batch. Unless the law requires otherwise, the voluntary warranty remedy applies only to the affected Zenith material and does not include unaffected material installed elsewhere. If the original colour or product installed is no longer available or has been discontinued, Stone Ambassador reserves the right to replace the material with a comparable product of similar colour, design, and/or range, at its sole discretion.

9. Claim expenses and Other Loss

There is no fee to lodge a claim. You are responsible for your ordinary cost of contacting Stone Ambassador and providing the standard documents and photographs you already hold.

Do not engage an expert, remove or reinstall the Finished Surface, or incur another material claim expense in the expectation of reimbursement unless Stone Ambassador first approves it in writing, except where urgent action is reasonably required for safety or to prevent further loss. If Stone Ambassador requests an inspection or test, Stone Ambassador will arrange and pay for it. For an accepted claim, Stone Ambassador will reimburse reasonable, documented and pre-approved claim expenses to the extent stated in its written approval or required by law.

To the maximum extent permitted by law, this voluntary warranty does not cover fabrication, removal, disposal, reinstallation, cabinetry, wall finishes, plumbing, electrical work, tiling, fixtures, travel, accommodation, loss of use, loss of rent, loss of profit, business interruption or other indirect or consequential loss. This limitation does not exclude compensation or another remedy available under the Australian Consumer Law or any liability that cannot lawfully be excluded.

10. Privacy and Communications

Stone Ambassador collects and uses claim and registration information to administer the warranty, verify the Slab, investigate claims, provide support, send the cleaning kit and comply with law. It may disclose relevant information to related companies, Trade Suppliers, fabricators, installers, contractors, insurers, professional advisers and service providers where reasonably necessary for those purposes.

Personal information is handled under Stone Ambassador's Privacy Policy at www.stoneambassador.com.au. Warranty registration does not require consent to marketing. Stone Ambassador will send marketing only where consent or another lawful basis exists, and recipients may unsubscribe.

11. General Terms

A Trade Supplier, fabricator, installer or other third party is an independent business. It cannot change this warranty or make an additional promise on Stone Ambassador's behalf unless Stone Ambassador confirms its authority in writing. This does not affect a right arising from a representation legally attributable to Stone Ambassador.

If a provision of these terms is invalid or unenforceable, it is to be read down to the extent necessary and the remainder continues. These terms are governed by the laws applying where the Finished Surface is installed.

Product Identification

Keep a photograph of the markings on the underside of the Finished Surface, together with your Trade Supplier's invoice and installation records. Batch or production markings help Stone Ambassador confirm authenticity, colour and production history. Depending on the installation, markings may be visible from inside a cupboard or vanity. Do not dismantle the installation to locate them; ask the fabricator if access is not straightforward.



Zenith Surfaces 25 Years Product Warranty Registration

To register your 25 Years Zenith Surface Warranty, complete this form and email to customerservice.vic@stoneambassador.com.au, or complete the online registration form at <https://stoneambassador.com.au/register-warranty/>

All warranties must be registered within 30 days following installation.

Name:

Address: (Where the Stone Ambassador Product is installed)

City:

Home Phone:

Email:

Zenith Surfaces by Stone Ambassador Supplied By:

1. Retailer or Builder Name:

2. and/or Stonemason Name:

Installation Date:

Colour Name:

Batch Number:

State:

Post Code:

Mobile Phone:

Colour Code:

Product Use (Please tick):

- | | |
|---|--|
| ☐ Kitchen Bench Top. | ☐ Wall Lining |
| ☐ Kitchen Splash back. | ☐ Bathroom Vanity |
| ☐ Bathroom. | ☐ Other |

☐ If you would prefer not to receive our marketing communications, please indicate your refusal by ticking this box

Zenith Surfaces Authentic Batch Branding

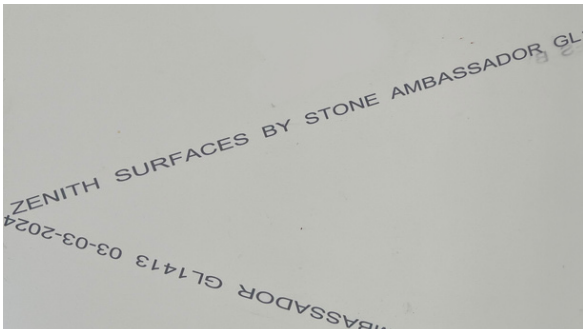
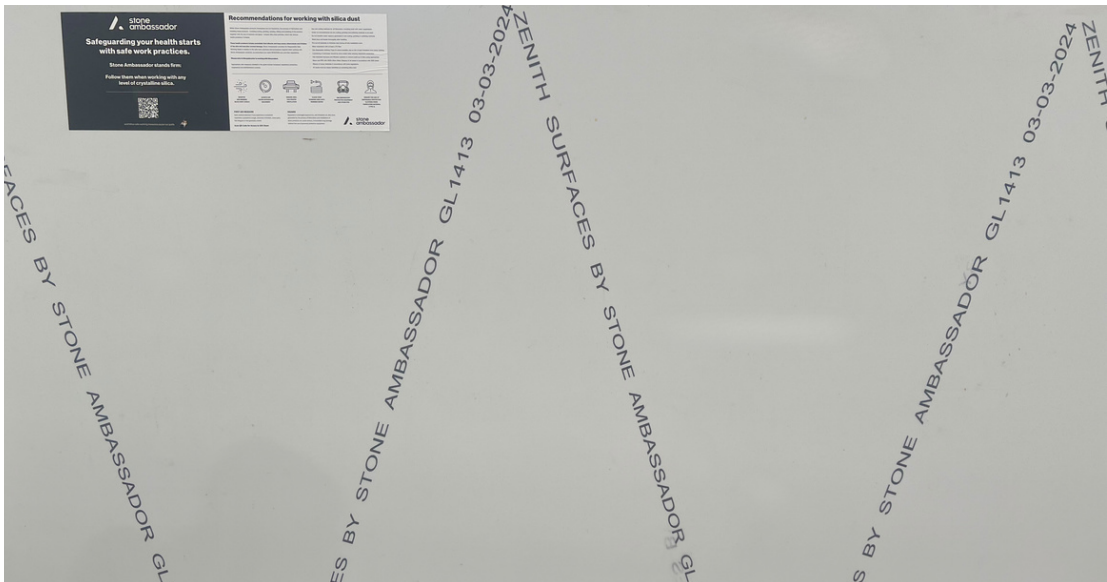
The underside of every authentic Zenith Surfaces slab is stamped with the Zenith Surfaces branding, colour code and production date to verify that your Product is authentic. Beware of imitations and ensure that a genuine Zenith Surfaces product has been used in your installation.

It is highly recommended that the Zenith Surfaces Authentication information noted above is included in the adjacent form to help our customer support team in the unlikely event that you need to make a Warranty claim.

In most cases, you may find the Zenith Surfaces genuine branding (including the Zenith Surfaces Authentication) by accessing to the underside of the Product slab from inside a kitchen cupboard or bathroom vanity (as applicable).

For reference, below is an example of the Zenith Surfaces Authentication.

Branding - Colour Code - Production Date



Authentic Brand Name Colour Code Production Date

↓ ↓ ↓

ZENITH SURFACES BB1399. 19-01-2023

Any Questions?

If you require any advice on caring for your Stone Ambassador product or have any technical enquiries, please call us on the numbers below relevant to your state of residence.

Victoria HQ

31 Burnett Street, Somerton, VIC, 3062
T: 03 9333 8835
E: customerservice.vic@stoneambassador.com.au

Victoria South Showroom & Distribution

70-72 Nissan Drive, Dandenong South, VIC, 3175
T: 03 9333 8834
E: customerservice.dan@stoneambassador.com.au

Queensland Showroom & Distribution

35 Telford Cct, Yatala, QLD, 4207
T: 07 3462 8500
E: customerservice.qld@stoneambassador.com.au

South Australia & Northern Territory Showroom & Distribution

1 Johansson Road, Wingfield, SA,
T: 08 8423 0150
E: customerservice.sa@stoneambassador.com.au

Western Australia Showroom & Distribution

42 Creative Street, Wangara, WA, 6065
T: 08 6383 6558
E: customerservice.wa@stoneambassador.com.au

New South Wales Showroom & Distribution

13 Enterprise Circuit , Prestons, NSW, 2071
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