



QUARTZ **COMPAC**  
SURFACES FOREVER

**LIFETIME  
WARRANTY**

QUARTZ **COMPAC**  
SURFACES FOREVER

LIFETIME WARRANTY  
**WITH YOU  
FOR LIFE**



Dear customer:

Congratulations on having chosen QUARTZ COMPAC for your kitchen and I would like to sincerely thank you for placing your trust in our brand. As of today, you will discover that cooking with QUARTZ COMPAC is much more than preparing meals, it is a true experience for your senses.

From our brand, which enjoys international renown, we are very satisfied that you have joined the distinguished group of people who enjoy COMPAC products. Your trust in our products and our distributors helps us to keep on working in order to offer you the best of us.

We remain at your disposal to deal with any queries or suggestions you may have in the future.

Let yourself go and enjoy the pleasure of cooking.

Yours sincerely

A stylized, handwritten signature in blue ink, consisting of a large, sweeping horizontal stroke that loops back and ends in a vertical line that extends upwards.

Francisco Sanchis Brines  
Managing Director

QUARTZ COMPAC  
SURFACES FOREVER



## REGISTERING THE WARRANTY

Once the work surface has been fitted in your home and the warranty has been stamped by the sales outlet, you must:

1. Send the warranty and a copy of the original invoice to COMPAC at the address given below, either by post or by e-mail using .pdf format.
2. The warranty will be returned to you with a warranty number assigned by COMPAC which you must keep.

It is an indispensable requisite for COMPAC to receive the foregoing documents within the 30 calendar days following fitting of the work surface, for correct implementation and start of validity of the warranty period of your work surface.

## MAKING USE OF THE WARRANTY

If you think your COMPAC product has a defect, and if you want to make a claim under this warranty, you must get in touch with us by e-mail or post, sending a copy of the warranty which must be stamped and numbered, and a copy of the purchase invoice addressed to our Customer Service Department at:

**London Warehouse - COMPAC UK LTD**  
**Unit 4, Aerodrome Way, Heston TW5 9QB**  
**T: 0208 5649377 - F: 0208 8974814**  
**lifetimeguarantee@compac.es**  
**www.compac.es/uk**

## COMPAC RESPONDS

COMPAC, SA. gives the registered owner of fitted QUARTZ COMPAC surfaces a lifetime warranty\* against any possible defects that could arise in the materials used in the manufacturing process of the product, and will replace or repair any defective slabs.

The territorial scope of application of this warranty is European Union.

This warranty does not affect the consumer and user rights as established by the legal warranty with any shortcomings in conformity of the products with the contract.

\*This warranty is valid for 33 years following date of registration.

# REGISTER WARRANTY



Date  /  /

warranty No.

## BUYER'S DETAILS

Surname  First Name

Address

Telephone  Mobile

E- mail

Date of birth  Profession

## PURCHASE DETAILS

Colour of product

Sales outlet  VAT Regd. No

City / Town

Province  PC

Establishment stamp and signature

## DETAILS OF PERSON RESPONSIBLE FOR PREPARATION

Prepared by  VAT Regd. No

Measured by

Prepared on (Date)

Batch No

Professional or Marble Fitter Stamp or Signature

You are hereby informed that your personal details will be saved on a computerised file under the responsibility and ownership of COMPAC, in order to provide you with the service you request. Your data will be processed under appropriate levels of confidentiality, secret duty and other obligations established by Organic Law 15/1999 passed on December 13th pursuant to Personal Data Protection for data at a basic level. You may exercise your right to access, rectify, cancel and oppose by writing to the following address: COMPAC. Travessera D'Albaida nº 1. 46727 Real de Gandia (Valencia) where said requests will be attended (Ref. Personal Data) or by e-mail to [lodp@compac.es](mailto:lodp@compac.es)

## DESCRIPTION

COMPAC gives the registered owner of fitted QUARTZ COMPAC surfaces a lifetime warranty\* against any possible defects that could arise in QUARTZ COMPAC materials, in accordance with the terms and conditions established as follows.

This warranty will be fully valid only when the consumer has registered within the 30 days following purchase of the product, as stated in the corresponding section, and submits the original invoice or sales receipt, including the seller's details and date of purchase.

COMPAC reserves the right not to offer the free warranty service if the requirements established in the foregoing paragraph are not met, or if the information submitted by the consumer is false, incomplete or illegible.

## TERMS AND CONDITIONS

1. This warranty is only applicable to defects affecting materials used in the manufacturing process of QUARTZ COMPAC surfaces, fitted in private homes.
2. To obtain assistance during the warranty period, you must contact the place where you purchased the product or directly with COMPAC.
3. This warranty is applicable to material that has been used and conserved following the instructions afforded in the Use and Maintenance Guide for QUARTZ COMPAC.
4. The holder of this warranty must allow COMPAC access to their home to inspect any defective products.
5. In order to make use of this warranty, owners must be registered as specified in this document and must also submit the original invoice.
6. Any products that have not been fully paid for are excluded from this warranty.
7. This warranty does not cover products fitted outdoors, nor any damage stemming from improper use, exposure to excessive heat, exposure to the elements, exposure to ultraviolet light, physical or chemical abuse, or damage caused through unsuitable care and maintenance.
8. This warranty does not cover any defects stemming from improper handling, cutting or installation. Professionals or fitters are responsible for this kind of damage.
9. This warranty does not cover any cutting or measuring costs nor fitting. Likewise, it does not cover other additional costs stemming from other repairs or modifications such as plumbing, repairs to walls, etc.
10. COMPAC is not responsible for transport of replacement material to the customer's address.
11. This warranty does not cover products fitted with known manufacturing defects or any that are visible at the time of fitting, including, but not limited to, any possible differences in colours or tone.
12. This warranty specifically excludes paving, tiling or similar installation for commercial use.
13. COMPAC is not liable for damages or injury caused fully or partially in fortuitous events, architectural or engineering design, structural subsidence, acts of vandalism or accidents.

\*This warranty is valid for 33 years following date of registration.

14. This limited warranty is personal and non-transferable, for the person registering their details in accordance with the instructions afforded herein.
15. This is the only warranty given by COMPAC for QUARTZ COMPAC surfaces. Nobody, other than COMPAC, is authorised to make any warranty commitments with regards to QUARTZ COMPAC products.
16. COMPAC reserves the right to replace defective material in the event of the product being discontinued at the time of the claim.

## CONSERVATION

For periodical maintenance, owing to their exception physical-chemical properties, QUARTZ COMPAC only requires regular cleaning with a neutral pH detergent / product, rinsing with water and drying with a dry cloth or absorbent kitchen roll.

To remove any remains or residues (oil and grease, wine, vinegar, lemon, refreshments, coffee, etc.) on the QUARTZ COMPAC surface, suffice it to wipe with a damp cloth moistened with a neutral pH detergent and then rinse and dry.

We will describe some simple treatment, as examples, of some of the most commonly arising problems:

1. Grease stains: dilute a small amount of detergent in water and rub the stain using a cloth. Rinse afterwards with water.
2. Lime scale stains: pour vinegar (or any other diluted weak acid) on the surface and allow it to work for 1 minute. Rinse with water.
3. Silicone stains: use a knife and a little solvent (acetone or ethanol).

## WARNINGS

- Do not fit QUARTZ COMPAC in places exposed to intense sunlight, neither should it be exposed to UV ray emissions.
- Do not place objects that have recently been removed from the heat on QUARTZ COMPAC surface (frying pans, pans, etc.).
- Do not use water repellents or sealants to bring out the shine.
- Do not use stripping agents, caustic lime, degreasers or products with pH over 10 or any chlorine based products. If you use bleach or solvent, you must rinse it immediately and never leave it in permanent contact with the surface.
- The surface of the material must not be polished, either on flooring or work surfaces.
- Insulate the work surface from external heat sources.

# COMPAC

THE SURFACES COMPANY



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