

WORKMANSHIP WARRANTY STATEMENT

TN Stone Pty Ltd

Workmanship warranty statement for tiling, natural stone installation, waterproofing and finishing works.

Our commitment

TN Stone Pty Ltd stands behind the quality of our workmanship. We take pride in completing work with care, precision and accountability, and we will assess workmanship concerns fairly and promptly.

Warranty Statement

TN Stone Pty Ltd provides a workmanship warranty on completed tiling, stone installation, waterproofing and finishing works, covering defects caused by faulty workmanship. Warranty terms vary depending on project type, materials, substrate condition, product specifications and maintenance requirements.

This workmanship warranty is provided in addition to any rights customers may have under Australian Consumer Law. Nothing in this statement is intended to exclude, restrict or modify any consumer guarantees or other rights that cannot lawfully be excluded.

What the Warranty Generally Covers

- Defects caused by faulty workmanship by TN Stone Pty Ltd.
- Workmanship issues relating to completed tiling, stone installation, waterproofing or finishing works.
- Assessment of the affected work and, where accepted as a workmanship issue, reasonable rectification of that issue.
- Project-specific warranty documentation for builders, developers and commercial clients where required.

Common Exclusions

- Movement, cracking or failure caused by building movement, structural movement, substrate failure or settlement.
- Water damage caused by unrelated plumbing, roofing, drainage, building defects or work performed by others.
- Damage caused by impact, misuse, neglect, harsh chemicals, incorrect cleaning methods or inadequate maintenance.
- Natural variation, veining, shade variation or inherent characteristics of stone, tile, grout, sealers or other supplied materials.
- Materials supplied by others, unless separately agreed in writing.
- Work altered, repaired, removed or modified by another contractor after completion.
- Issues caused by failure to follow care, maintenance, ventilation, curing or product-specific instructions.

How to Request a Warranty Assessment

- Contact TN Stone Pty Ltd as soon as possible after identifying a concern.
- Provide photos, project address, completion date and a short description of the issue.
- Allow reasonable access for inspection where required.
- Do not attempt repairs or engage another contractor before assessment, unless urgent action is required to prevent further damage.

Maintenance Matters

Stone, tile, grout, silicone, sealers and waterproofed areas may require ongoing care. Correct cleaning, ventilation, sealing and maintenance help protect the finished work and may be relevant when assessing warranty concerns.

Contact

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Project-specific documentation

For builders, developers and commercial clients, TN Stone can provide project-specific workmanship warranty wording, insurance information and safety documentation on request.