

Warranty

15-Year Residential Limited Warranty & Lifetime Stain Protection

Welcome to Alpha

Congratulations on selecting an Alpha Surfaces™ product for your home.

Your new surface has been manufactured using premium minerals and recycled materials, with a zero-silica formulation and protected by AlphaShield™ high-performance surface protection. Every slab is manufactured under stringent Alpha Zero quality standards to deliver exceptional durability, refined aesthetics, and long-term performance.

This document sets out the terms and conditions of the Alpha Surfaces Residential Limited Warranty applicable to Collections O1 through Collection O5 (“Product”).

We encourage you to register your product within six (6) months of purchase to activate your warranty and ensure we can provide you with the highest level of support.

You can register online at:

www.alphasurfaces.com.au

We also recommend reviewing our Care & Maintenance Guide.

Proper care will ensure your Alpha surface maintains its beauty and performance for years to come.

If you have any questions — or in the unlikely event that you experience an issue — please contact the retailer where you purchased your product or reach out directly to the Alpha Surfaces Customer Care team at:

1300 257 420

hello@alphasurfaces.com.au

We thank you for choosing Alpha Surfaces.

The Alpha Surfaces Team

Residential Limited Warranty

This Limited Warranty applies exclusively to Alpha Surfaces Collection O1 through Collection O5 products (“Alpha Surfaces Products”).

Alpha Surfaces Products are manufactured using premium minerals and recycled materials and are enhanced with:

- **AlphaShield™ Technology** – a high-performance stain and substance repellent surface protection
- **Zero Silica Technology** – an advanced formulation that eliminates crystalline silica while maintaining the aesthetic and durability standards of traditional quartz

- **Alpha Zero Quality Standards** – stringent quality controls to ensure consistent, high-performance surfaces

The Indoor-Outdoor range features a patented UV-stable resin system, engineered for improved resistance to UV exposure when installed in approved applications.

1. Product Application

- Collections O1–O5 – Suitable for interior residential applications only.
- Indoor-Outdoor Range, housed in Collection O3 – Suitable for:
 - Interior residential applications
 - Exterior undercover residential applications (must not be fully exposed to sun and weather)

2. Warranty Coverage

15-Year Residential Limited Warranty

Alpha Surfaces warrants to the original registered owner that its products will be free from manufacturing defects for fifteen (15) years from the date of purchase.

This warranty covers defects that materially affect the structural integrity or performance of the installed product in approved residential applications.

Alpha Surfaces will, at its sole discretion:

- Repair the defective material; or
- Replace the defective material; or
- Provide a refund of the original purchase price of the material.

This warranty applies to the material only.

3. Lifetime Stain Warranty (AlphaShield™)

Thanks to AlphaShield™ Technology, Alpha Surfaces additionally provides a Lifetime Stain Warranty on all its surfaces when used in approved applications.

When properly installed and maintained in accordance with Alpha Surfaces Care & Maintenance guidelines, Alpha Surfaces Products will:

- Resist staining from common household substances
- Withstand exposure to substances between pH1 and pH13
- Resist acid corrosion within this pH range

This warranty does not cover staining caused by substances exceeding pH13, harsh chemicals, misuse, or failure to follow care instructions.

4. Warranty Registration

To activate this warranty:

- The product must be registered within six (6) months of purchase.
- The original purchase receipt must be retained.
- For newly constructed homes, the real estate purchase contract is accepted as proof of purchase.
- Registration must include:
 - Owner contact details
 - Installation address
 - Product details

Failure to provide accurate information may void coverage.

This warranty is:

- Personal to the original registered owner
- Non-transferable

5. Making a Claim

To initiate a claim:

1. Contact the retailer, fabricator, or Alpha Surfaces directly.
2. Notify Alpha Surfaces within 30 days of discovering the issue.
3. Permit an authorised representative to inspect the installation and take photographs if required.

Failure to allow inspection may result in denial of the claim.

6. Installation & Inspection Responsibility

- Products must be installed by a qualified and licensed stonemason.
- Fabricators and installers must inspect slabs prior to fabrication.
- Slabs with visible defects must not be installed.
- Samples are not fully representative of slab pattern, veining, tone or movement.
- Seams are visible and pattern variation across seams is normal.

7. General Conditions

This warranty applies only when:

- The product has been paid for in full.
- The product is permanently installed at the original installation address.
- Care and maintenance guidelines have been followed.
- The product has not been moved from its original installation.

Alpha Surfaces is not responsible for:

- Fabrication or installation costs
- Removal or reinstallation costs
- Shipping or transport costs
- Costs incurred by other trades (plumbing, electrical, cabinetry, plastering, etc.)

Exclusions

This warranty does not cover:

1. Exterior installations (except approved Indoor–Outdoor range installed undercover).
2. Full sun or weather exposure, including UV damage (excluding approved Indoor–Outdoor installations within specification).
3. Improper handling, fabrication, cutting, polishing or installation.
4. Damage from excessive heat (hot pans, air fryers, electric appliances, oven trays).
5. Damage from strong acids, alkalis, oxidisers, solvents or chemicals outside pH1–pH13.
6. Damage from impact, mechanical stress, settlement, structural movement or overloading.
7. Cracks from sink, cooktop or L-shaped cut-outs.
8. Chips, dents, scratches or edge damage from impact.
9. Colour variation, tone variation, veining movement, background changes or design variation.
10. Small dots or recycled material inclusions less than 2mm in diameter.
11. Matte finish polish variation or visual effects under strong lighting.
12. Discolouration due to UV exposure (except Indoor–Outdoor range within specification).
13. Use on floors, walls, fireplaces, wet areas or transit areas.
14. Bowing less than 1.6mm per 1000mm.
15. Products not installed or maintained according to Alpha Surfaces guidelines.
16. For printed surfaces, changes in colour in different light conditions and discolouration or fading due to exposure to natural or artificial UV sunlight. We strongly recommend the

installation of UV-protective window coverings or quality window tinting with a minimum of 90% UV filtration.

17. Natural and design variations are intentional and replicate the look of high-end quartz and mineral surfaces. These characteristics are not defects.

Indoor-Outdoor Range — Additional Terms

The Indoor-Outdoor Collection features a patented UV-stable resin system designed to enhance UV resistance.

However:

- It is not designed for full exposure to direct sun and weather.
- It must be installed in undercover outdoor applications.
- All other exclusions and conditions apply.

Limitation of Liability

Alpha Surfaces' liability is limited solely to the repair or replacement of defective material or refund of the original purchase price, at its discretion.

Alpha Surfaces shall not be liable for indirect, consequential, incidental, or punitive damages.

No person or entity is authorised to provide any warranty on behalf of Alpha Surfaces other than as set out in this document.

Effective Date: April 2026

This warranty supersedes all previous Alpha Surfaces warranty documents and applies to Collections 01-05 from the date of publication.