



NEOLITH

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NEOLITH
WARRANTY

25-YEAR WARRANTY
FOR 12 MM AND 20 MM RESIDENTIAL COUNTERTOPS

NEOLITH OFFERS A TWENTY-FIVE (25)-YEAR WARRANTY FOR REGISTERED CUSTOMERS. THIS WARRANTY APPLIES AS LONG AS THE COUNTERTOP IS REGISTERED WITHIN 6 MONTHS FROM THE INVOICE DATE OF PURCHASE.

25-Year Warranty Inclusions

Neolith will replace or repair defective surfaces under the terms and conditions outlined, ensuring the replacement matches the original product's characteristics, such as color and thickness.

This warranty applies to products used as intended and maintained according to the guidelines in the "Neolith Cleaning and Maintenance" manual.

It also covers hidden defects or manufacturing flaws not detected during quality control checks, such as issues arising from the production process.

The warranty will apply as long as the instructions for unloading, handling, design, cutting, finishing or installation outlined in Neolith's manuals are followed.



Warranty Registration

To register your warranty and become the holder, visit the Neolith website at www.neolith.com and navigate to the “Register Warranty” section.

There, you will need to complete the required fields (all mandatory fields must be filled out to proceed to the next page).

After registration, check your email for a confirmation. Once reviewed and approved, you will receive a warranty certificate, along with your Warranty ID (an 18-character alphanumeric code beginning with a1QbR00000...).

The warranty must be registered within 6 months of purchase. The invoice attached to the registration must include the model, thickness and barcode of the purchased countertop.



Neolith warranty
registration



Claims

If you believe your purchased product is defective and wish to file a claim under this warranty, contact your point of purchase or customer service at warranty@neolith.com or (+34) 964 652 233.

To ensure prompt service under the terms of this warranty, you must allow Neolith or its authorized agents, marble workers or installers to inspect the products at the installation site. You must cooperate reasonably with Neolith and its agents in efforts to provide service under this limited warranty.

Failure to allow an inspection will void this warranty.

Neolith is not liable, under any contract or tort law, for any loss of direct, indirect, punitive, incidental or consequential damages—including, for example, loss of profits—arising from the use or inability to use the product in residential applications covered by this limited warranty.



25-Year Warranty

Exclusions

01

Damages from improper or excessive use of the countertops, including but not limited to misuse, accidents, exposure to abnormal conditions (such as heavy impacts), chemicals (such as bleach or chlorine in the case of the Polished finish, or hydrofluoric acid), corrosion, structural movements or natural disasters.

02

Countertops moved from their original installation site.

03

The behavior and appearance of unions or seams, adhesives, putties and/or other accessory materials.

04

Damages caused by household appliances that have been installed, used or maintained improperly.

05

Imperfections from normal wear and tear, such as scratches or damage from degrading agents. To protect your countertop, it is highly recommended to use cutting boards and heat pads and follow the cleaning and maintenance instructions provided in the "Documentation" section of the "Technical Documentation."

06

As Neolith products are made from natural materials, variations in color, shine, tone or design are inherent and unique characteristics of Neolith surfaces.

07

Customer preferences based on personal taste, such as whether they like the color, overall appearance or other aesthetic aspects, once the product has been manufactured or installed. Color and finish choices should be made prior to completing the purchase, as any changes made afterward are not covered under this warranty.

08

Supplementary repairs, including modifications to electrical installations, tiles, wall surfaces, splash guards, furniture, cabinets, transportation costs and plumbing changes needed to repair Neolith countertops.

09

The use of Neolith products in commercial applications, including installation in shops, offices and other commercial establishments.

10

Countertops whose surface finish has been altered in any way.

11

Defects that were visible at the time of production or installation of the countertops.

12

Transportation, production, assembly and/or dismantling costs to repair or reinstall a countertop.

13

Additional repairs or modifications required for reinstallation (plumbing, electricity, construction work, etc.).

14

Particularly for Polished finishes (Décor Polished, Nanotech Polished, Ultrasoft and Shinesilk), any stains caused by direct contact with bleach, chlorine or chemicals with a pH above 10 or below 3, or scratches from the use of rough sponges, steel wool or any other improper cleaning product that contradicts the guidelines in Neolith's "Cleaning and Maintenance Guide" on the corporate website.

15

Cracks that appear in the countertop after installation. Cracks caused by improper handling, incorrect installation, sudden temperature fluctuations, excessive weight or impact after installation are not considered material defects.

16

Damage such as chipped edges, whether intentional or accidental, is not covered as it is not due to a material defect but the result of scraping or impact from objects.



Download maintenance
and user manuals



CUSTOMER SERVICE

Tel.: (+34) 964 652 233 (Extension 235)
warranty@neolith.com

Customer service hours:
Mondays to Thursdays: 8:30 a.m. – 2:00 p.m. /
2:30 p.m. – 5:30 p.m. (CET)
Fridays: 8:00 a.m. to 2:00 p.m. (CET)

WWW.NEOLITH.COM

You can take a look at our Neolith projects and products via our social media

