stonelore®
With Ingrain[HD] Technology

GEMINI
WORKTOPS

CARE & WARRANTY

How to look after your Stonelore® quartz worktop, and what our warranties cover. **Stonelore® quartz with IngrainHD™ technology** is Gemini Worktops' own proprietary range. **In short: wipe spills up quickly, keep hot pans and knives off the surface, and keep your invoice safe.**

TWO WARRANTIES ON EVERY STONELORE® QUARTZ WORKTOP

25 YEARS	5 YEARS	TRANSFERABLE
MATERIAL WARRANTY	WORKMANSHIP WARRANTY	IF YOU MOVE
Faults in the stone itself.	Our fabrication and installation.	Passes to the new owner of the property.

KEEP YOUR ORIGINAL INVOICE. WE NEED IT, OR OTHER PROOF OF PURCHASE, TO ACCEPT A CLAIM.

01

EVERY DAY

CARE AND MAINTENANCE

With the right care, your Stonelore® quartz worktop will look its best for many years. These guidelines form part of the warranty.

EVERYDAY CLEANING

- Use a **damp cloth** and, if needed, a little Gemini Worktops worksurface cleaner.
- Rinse with water, then **dry** with paper or a cloth towel.
- For the best finish, buff in small circles with a **white, lint-free microfibre cloth**.

SPILLS

- Wipe up tea, coffee, wine, vinegar, fruit juice, oils and sauces **straight away**.
- Some foods contain oils and dyes that **can stain** if left. Fresh spills lift far more easily than dried ones.

WATER

- Wipe up and dry water spills straight away, so **limescale** does not build up.

STUBBORN MARKS

- Use **Bar Keepers Friend** cream cleaner with a non-abrasive, non-metallic, white sponge, then rinse, dry and buff.
- **No scouring pads. They scratch and dull the surface.**
- **No multi-surface polishes. They leave a film.**

CHEMICALS

- Avoid stripping agents, grease removers, caustic soda and anything above **pH 10**.
- Avoid solvents containing **methylene chloride, dichloromethane or chloromethane**.
- If one is spilt, **blot immediately**, rinse thoroughly with water and dry.

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HEAT

- Stonelore® quartz is **heat resistant, not heat proof**.
- **Always use a trivet under hot pans. Direct heat can crack the stone.**

HEAVY AND SHARP

- Do not stand or sit on the worktop, or place very heavy items on it.
- Take care not to knock or drop objects onto the surface or edges.
- **Always use a chopping board.** Cutting on the surface can damage it.

CARE KIT

- A **complimentary care kit** is provided at installation.
- Care kits are **not available to order** from us.
- For ongoing cleaning, we recommend **Bar Keepers Friend** cream cleaner, used as described above.

TRIVETS | CHOPPING BOARD | WIPE SPILLS FAST

02

25 YEARS

25-YEAR MATERIAL WARRANTY

Our promise that the Stonelore® quartz worktop We supply is free from defects in the material.

OUR PROMISE

F Jones (Cleveland) Ltd, trading as Gemini Worktops, whose registered office is at Riverside Park Road, Middlesbrough, Cleveland, TS2 1QW ("Gemini Worktops", "We" and "Us"), warrants that on the day of purchase, and for **twenty-five (25) years from the date installation is completed**, the Stonelore® quartz worktop ("the Product") shall be free from any defect in materials, subject to the terms and conditions in this document.

WHEN IT STARTS

- On the date the installer tells Us installation of the Product was completed.
- Only once **all sums due** for supply and installation have been paid to Us.

PROOF OF PURCHASE

- Please keep your **original invoice** with this warranty.
- **Cover will not be provided without your original invoice or other proof of purchase.**

WHERE IT APPLIES

- Products supplied and installed **by or on behalf of Gemini Worktops** in England, Scotland or Wales.
- Stonelore® quartz kitchen worksurfaces permanently installed in your home, for **domestic use only**.
- Cover depends on the Care and Maintenance Guidelines being followed.

WHAT IT COVERS

- Faults in the material that makes up the Stonelore® quartz worktop We supply to you.

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GEMINI WORKTOPS

CARE & WARRANTY

VALID CLAIMS

- Gemini Worktops will, at its discretion, **repair or replace** any defective section or sections of the Product.
- Where Product is replaced, We will use reasonable endeavours to obtain a good match to the original colour and thickness. An exact match cannot be guaranteed.
- If a colour has been discontinued, it will be replaced with the most similar colour in the Stonelore® range at that time. We will also replace adjoining sections if a reasonable match cannot be achieved.
- Any Product We repair or replace is covered for the **remainder of the 25-year period**.

TRANSFERRING

- If you sell your home, the warranty **transfers to the new owner of the property** for whatever remains of the 25-year period.
- The new owner must provide (i) reasonable evidence that they now own the property in which the Product is installed, and (ii) a letter, or chain of letters, from the original purchaser and any later owners transferring the benefit of the warranty.
- We will happily supply a **specimen letter**.

TIME LIMIT

- Claims must be made **as soon as reasonably possible** after the defect becomes apparent.

STATUTORY RIGHTS

- This warranty is **in addition to**, and does not replace, your statutory rights relating to faulty or misdescribed goods.
- For advice, visit **citizensadvice.org.uk** or call the consumer helpline on **0800 144 8848**.

25 YEARS | FROM INSTALLATION | DOMESTIC USE

03

EXCLUSIONS

NOT COVERED BY THE MATERIAL WARRANTY

The following are not covered by the 25-year material warranty.

- × **Commercial use**, or any domestic use other than as a residential worktop.
- × Minor defects and blemishes not reasonably visible from **more than 1 metre** away.
- × Items other than the worktop, such as **taps and sinks**. Where these carry a separate manufacturer's warranty, We will do what We reasonably can to pass that benefit to you.

- × Faults arising from **fabrication, installation, fitting, modification or manipulation** of the Product by Gemini Worktops or any third party: for example, cracks caused by movement of the units, defects from sink cut-outs and polished edges, and defects in joins or fixings. These may be covered by the 5-year workmanship warranty if We carried out the installation.
- × Damage from **thermal shock**, chemical treatment not recommended in these guidelines, or aggressive or improper treatment: for example, cracks from direct heat, excessive weight or impact; chips from objects scraping, bumping or striking the Product; and discolouration from heat or prolonged direct sunlight.
- × **Fair wear and tear**, or neglect.
- × **Improper use**, including (but not limited to) using the Product in a way it is not intended to be used.
- × Faults arising from Us following any drawing, design, specification or instructions **supplied by you**.

04

NOT DEFECTS

CHARACTERISTICS OF ENGINEERED STONE

Natural results of how engineered stone is made. These are not defects and are not covered.

DARK SPOTS

- Small clusters of darker spots can appear. These are **inherent to engineered stone** and within industry tolerances.

LIGHT

- All worktops refract light. In some lighting, areas can look **duller or shadowed**. This is a property of the material.

MIRROR CHIPS

- Some colours contain mirror chips, spread randomly. Occasionally cutting dislodges one; We fill the spot with **resin** so the surface looks even and smooth.

05

5 YEARS

5-YEAR WORKMANSHIP WARRANTY

Our promise that we cut and fit your worktop properly.

OUR PROMISE

Gemini Worktops warrants that on the day of purchase, and for **five (5) years from the date installation is completed**, the fabrication and installation of the Stonelore® quartz worktop ("the Product") shall be free from defective workmanship, subject to the terms and conditions in this document.

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GEMINI WORKTOPS

CARE & WARRANTY

FABRICATION

Every worktop is made from a **digital laser template and site survey** of your kitchen. Fabrication means:

- cutting the Product to the correct size and shape
- cutting out sinks and taps
- applying polished edges

INSTALLATION

- fixing the Product to base units
- joining sections of the Product
- fixing the Product to wall surfaces where included in the design, such as upstands and splashbacks

VALID CLAIMS

- Gemini Worktops will, at its discretion, **repair or replace** any section damaged or defective through a breach of this warranty, and/or **re-perform** the defective work.
- Colour matching and discontinued colours are handled as in the material warranty.
- Re-performed work is covered for the remainder of the 5-year period. Any Stonelore® worktop We repair or replace is also covered by the material warranty for the remainder of its 25-year period.

CONDITIONS

- The same conditions as the material warranty apply: **original invoice**, England, Scotland or Wales, domestic use, care guidelines followed, and full payment made.
- Transfers to the **new owner of the property** for the remainder of the 5-year period, on the same evidence.
- Claims must be made as soon as reasonably possible after the defect in the **workmanship** becomes apparent.
- In addition to, and does not replace, your statutory rights.

NOT COVERED

- × Defects in the **material**. These may be covered by the 25-year material warranty.
- × Installation of, or faults in, items other than the worktop, such as taps or sinks.
- × **Fair wear and tear**, neglect or abuse.
- × Movement or failure of the **base units**. A join that fails because the units have moved is not defective workmanship.
- × **Improper use** of the Product.
- × Work by anyone other than Gemini Worktops or our installers, including **attempted repairs by others**.
- × Faults arising from Us following drawings, designs, specifications or instructions supplied by you.

5 YEARS | LASER TEMPLATED | FITTED BY US

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06

HOW TO CLAIM

MAKING A CLAIM

If you think your Stonelore® quartz worktop has a defect, contact Gemini Worktops Customer Service.

EMAIL	warranty@geminiworktops.com
PHONE	0333 360 3800
POST	Gemini Worktops, The Masons Yard, Rossmoor Park, Ash Lane, York, YO42 4SW
SEND US	■ Your name, installation address and invoice or order number. ■ A short description of the problem and when you first noticed it. ■ Photographs, if you can.
NEXT	■ Gemini Worktops will verify the claim. If a covered defect has occurred, We will, at our discretion, **repair or replace** the affected section or sections, and/or re-perform the defective work.

Gemini Worktops is a trading name of F Jones (Cleveland) Ltd, a company registered in England and Wales. Registered office: Riverside Park Road, Middlesbrough, Cleveland, TS2 1QW. Company Reg. No. 01627140 · VAT No. 391769113 · October 2026 · geminiworktops.com · @geminiworktops