

PRODUCT WARRANTY FOR NATURAL STONE PAVERS

OUR COMMITMENT TO QUALITY

At Urban Paving, we stand firmly behind our Natural Stone Paving products. If any of our products fail to meet your expectations, we will collaborate with the necessary parties to resolve the issue promptly.

WHY CHOOSE URBAN PAVING NATURAL STONE PAVING PRODUCTS?

As a leading supplier of imported Natural Stone Paving products in New Zealand, our products are designed to endure local conditions and comply with or exceed New Zealand Building Code requirements. Our Natural Stone pavers are manufactured to AS/NZS4456 standards to meet the requirements of NZS3116:2002.

PRODUCTS AND SYSTEMS

Natural Stone Paving products are part of a larger system that includes hardfill, bedding sand (or mortar), joint sand (or grout), and occasionally coatings, creating a durable paved area. To ensure compliance with the New Zealand Building Code (NZBC), the design and installation of the paving system must adhere to NZS3116. Detailed documentation is available for free download on our website.

PRODUCT WARRANTY

Urban Paving guarantees that our Natural Stone Paving Range will, for 10 years from the date of purchase:

- Be free from defects outside the acceptable limits specified in NZS3116:2002 and AS/NZS4456 due to factory workmanship or materials used in manufacturing the product; and
- Perform as outlined in the relevant Urban Paving literature current at the time of installation, subject to compliance with the storage, installation, and maintenance requirements stated in this document.

Please note that natural variations in texture and colour due to the materials used in our Natural Stone Paving products are not considered defects.

This warranty does not exclude or modify any legal rights a customer may have under the Consumer Guarantees Act 1993 or other applicable laws.

INSTALLATION, MAINTENANCE, AND SUPPORT

This warranty applies only if the Urban Paving Natural Stone Paving products are stored, installed, and maintained properly, in accordance with NZS3116:2002 and the maintenance and care instructions in the relevant Product Technical Data Sheets.

CONDITIONS OF WARRANTY

This warranty is subject to the following conditions:

- This warranty is valid only for products used or installed in building projects within New Zealand. It will be invalidated if the project is not designed and constructed in strict compliance with all relevant provisions of the New Zealand Building Code and other applicable regulations and standards.
- Claims under this warranty must include written proof of purchase and be made in writing either within 30 days after the defect becomes reasonably apparent or, if the
- This warranty does not cover products used contrary to Urban Paving's product literature, New Zealand Standards, or best practice technical guidance available at the time of purchase.
- The warranty does not cover normal wear and tear, or damage caused by accidents, misuse, abuse, fire, earthquake, or other external factors. It also does not cover damage incurred during delivery.
- The warranty is void if the products are not properly maintained.
- If a breach of this warranty occurs within the 10-year period, Urban Paving will, at its sole discretion, either supply replacement products, rectify the defective products, cover the cost of supplying replacement products, or refund the purchase price of the defective products. Urban Paving will not be liable for any losses or damages beyond those specified in this paragraph.
- Urban Paving will not be liable for any indirect or consequential damages, loss of profits, loss of use, anticipated savings, production, or goodwill arising from a breach of this warranty.
- Urban Paving will not be responsible for claims or damages arising from events outside of its control, including poor storage on-site, incorrect installation, poor design or detailing, defects in other products, efflorescence, paint/coating performance, water ingress, normal wear and tear, growth of mould or mildew, structural movement, combination with non-approved products, or acts of God.
- All other warranties, conditions, liabilities, and obligations are excluded to the fullest extent permitted by law.
- Modifications to this warranty by any employee or representative of Urban Paving are only valid if made in writing and signed by an authorized officer of Urban Paving.
- If the project is a newly constructed residential dwelling built by a developer for sale, this warranty can be assigned to the initial purchaser of that dwelling. Otherwise, this warranty is non-transferable and non-assignable.
- This warranty may be updated at any time by Urban Paving publishing a new warranty on its website, which will apply from the date of publication.

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