



Marmo Grande[®]

Extra large, Endless possibilities

Limited Warranty

Marmo Grande Porcelain Slab



Congratulations on your recent purchase of Marmo Grande product. Marmo Grande is pleased to confirm the terms and conditions of the Limited Product Warranty applicable to our product as set out in this document.

If you have any questions or in the unlikely event of a problem with your new Marmo Grande product, please contact our customer service team on +607-360 8888.

Issued by Jubin BMS (1990) Sdn Bhd

Effective for purchases from 1 January 2019 onwards

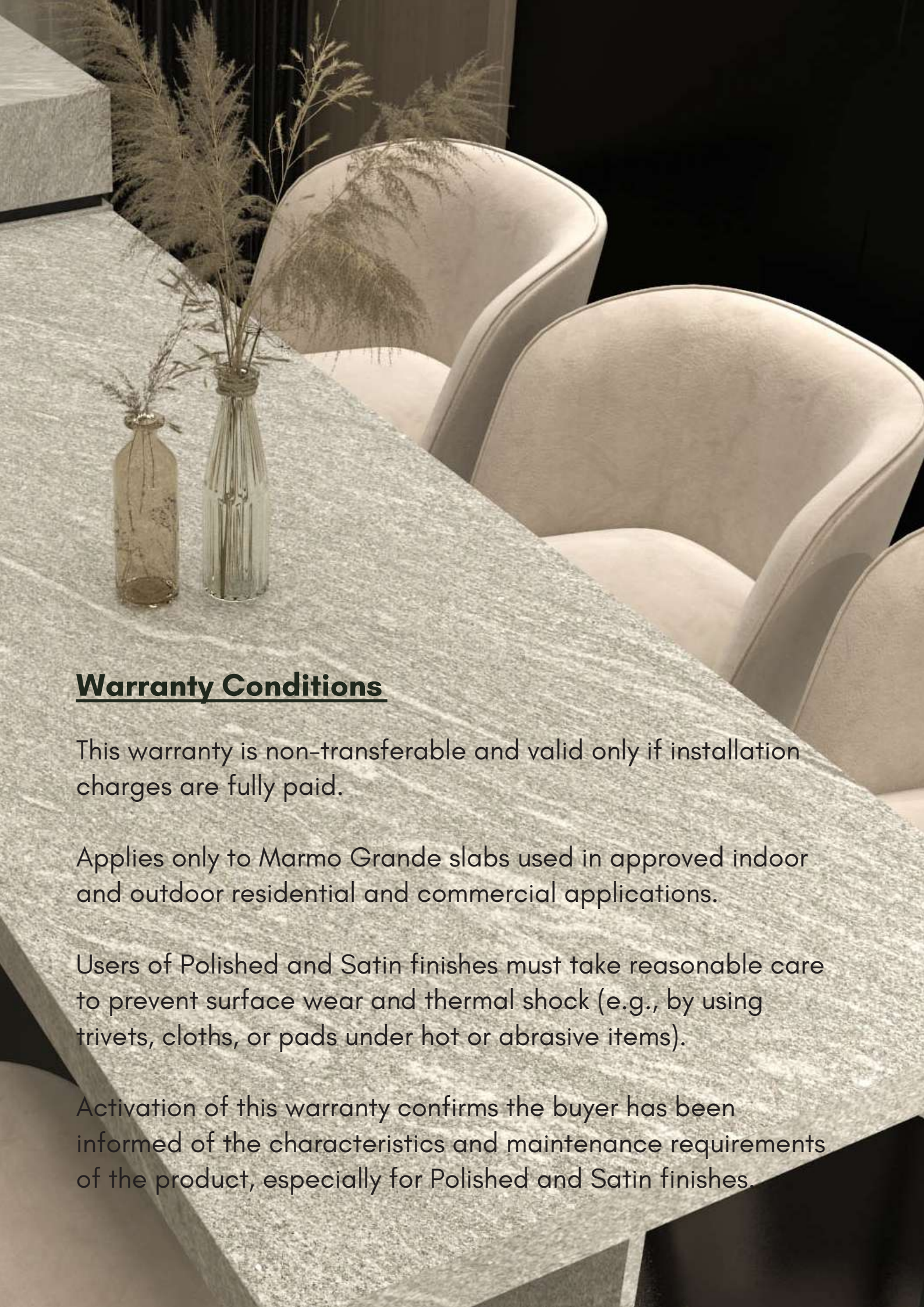
Warranty Coverage

Jubin BMS (1990) Sdn Bhd provides a limited 5-year warranty for residential applications and a limited 3-year warranty for commercial applications on Marmo Grande Porcelain Slabs (Polished, Satin, and Matt finishes), supplied and installed by Jubin BMS.

This warranty assures the original end-user that the product will be free from manufacturing defects under normal use and service conditions, for slabs permanently installed in approved indoor or outdoor environments.

Jubin BMS's obligation under this warranty is limited to the repair or replacement of the defective Porcelain Slab with a product of comparable colour, pattern, and finish available at the time of claim. The decision to repair or replace will be made solely at the discretion of Jubin BMS.





Warranty Conditions

This warranty is non-transferable and valid only if installation charges are fully paid.

Applies only to Marmo Grande slabs used in approved indoor and outdoor residential and commercial applications.

Users of Polished and Satin finishes must take reasonable care to prevent surface wear and thermal shock (e.g., by using trivets, cloths, or pads under hot or abrasive items).

Activation of this warranty confirms the buyer has been informed of the characteristics and maintenance requirements of the product, especially for Polished and Satin finishes.

Warranty Exclusions - This Warranty Does Not Cover:

- Damage caused by misuse, negligence, improper installation, physical impact, or chemical exposure (e.g., bleach, chlorine, hydrofluoric acid).
- Slabs that have been removed or relocated from the original installation site.
- The appearance of seams, joints, adhesive, grouts, or other accessory materials.
- Damage caused by appliances that were improperly installed or used.
- Natural variations in colour, tone, gloss, or veining, which are inherent in the product.
- Slabs treated or coated with unauthorized products or sealants.
- Aesthetic preferences or dissatisfaction with colour, texture, or finish after installation.
- Any additional work required for repair or replacement (e.g., electrical, plumbing, cabinetry, tiling, painting).
- Defects or damage visible prior to or during installation that were not reported.
- Costs related to transport, removal, production, reinstallation, or site modifications.
- Unauthorized or unverified repairs or modifications.

- Any repairs made without prior inspection and approval by Jubin BMS.
- Customers are responsible for inspecting the slabs prior to installation.

* Samples provided are only an indicative reference, and installed slabs may show natural variation. This warranty does not cover replacements due to dissatisfaction with colour or design after installation.





Limitation of Liability

This limited warranty excludes all other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose.

Jubin BMS shall not be liable for any indirect, incidental, or consequential damages, and its maximum liability will not exceed the original purchase price of the product.

No distributor, retailer, contractor, or third party is authorized to modify or extend this warranty on behalf of Jubin BMS.

Remedies Available Under This Warranty

If a manufacturing defect is confirmed under warranty, Jubin BMS will, at its sole discretion:

- Repair the defective slab on-site, where practical; or
- Replace the defective slab with a new slab of similar value, colour, and finish available at the time of the claim.
- Replacements will cover only the defective slab, not the full installation.
- Exact colour or pattern matching is not guaranteed due to natural variation in materials.
- Jubin BMS is not responsible for costs related to disassembly, transport, or reinstallation beyond the defective slab itself.





Maintenance & Care

To preserve the appearance and performance of Marmo Grande Porcelain Slabs:

- Clean regularly with mild, pH-neutral cleaners and a soft cloth or sponge.
- Avoid harsh, acidic, or abrasive substances (e.g., bleach, ammonia, hydrofluoric acid).
- Use trivets, coasters, and mats under hot items, heavy cookware, or sharp utensils, especially on Polished and Satin finishes.
- Do not stand or apply concentrated pressure on edges or unsupported sections.
- Immediately clean spills to avoid staining, even on non-porous surfaces.
- Failure to follow proper care and maintenance may result in surface damage and void the warranty.

Contact us :

Jubin BMS (1990) SDN BHD

199301001012(255749-T)



+60 7-360 8888



marmogrande.my@gmail.com



No 6, Jalan Kencana Emas 2/1,
Kawasan Perindustrian Tebrau III,
81100 Johor Bahru, Johor, Malaysia.