THE CUSTOMER BOOK

Worktop warranty & care

Quartz and zero crystalline silica surfaces



ROCK & CO / NOVEMBER 2026

Your cover explained

Keep this book with your invoice, order confirmation and written guarantee. Your exact product, use and purchase date determine which manufacturer terms apply. [1-4]

The material

The manufacturer warranty covers the surface on its own written terms. A price tier or material label does not set the guarantee period.

The installation

Any additional Rock & Co guarantee must be expressly confirmed in writing. Our consumer terms do not promise a fixed guarantee period. [1]

Your legal rights

Additional guarantees do not replace your statutory rights or Rock & Co's responsibility for defects for which it is legally liable. [1]

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Basilica is marketed as zero crystalline silica. That description does not make it damage-proof or establish its warranty conditions.

Quartz warranties

These profiles apply only when the specified brand and product appear on your order. Confirm the UK certificate for your exact range.

SILESTONE

25 years

Residential manufacturing-defect cover. Register within **6 months of purchase** and retain the invoice. The UK page states that unregistered purchases from January 2022 retain 3 years with proof of purchase. [5]

The March 2026 standard letter gives QXeron products 10 years. Cosentino's material warranty excludes fabrication, removal and reinstallation costs for a fabricator-made worktop. [5]

CAESARSTONE

Limited lifetime

For qualifying UK indoor, owner-occupied residential quartz. Manufacturing-defect cover starts at original installation, subject to certified fabrication, proper installation and care, full payment and the stated exclusions. [6]

Register and retain your invoice. Qualifying claims may still be honoured with the required proof without registration on file. Home-sale transfer requires written notification. The product's lifetime ends in the circumstances defined by the warranty. [6]

Rental, commercial and outdoor uses have different eligibility. Other quartz brands require their own certificate; these periods do not automatically apply. Full terms: page 11.

Basilica Stone

25

YEAR GUARANTEE

Manufacturer headline period [3-4]

Basilica advertises a 25-year guarantee across its range. Rock & Co supplies its zero crystalline silica collection. Keep the certificate and care sheet for the actual product installed. [2-4]

Activate your warranty

The Basilica form requests installation country, contact and address details, chosen stone, invoice date, supplier and an invoice attachment. Retain its confirmation. [4]

basilicastone.com/warranty/

Confirm the written conditions

- Start date and any registration deadline
- Eligible owner, intended use and transfer rules
- Covered defects, exclusions and required care
- Repair or replacement and any labour or refitting limits

Ask for the product-specific certificate before relying on the headline period. Do not apply another manufacturer's conditions to Basilica.

Read the small print

A long warranty is not accidental-damage insurance. These examples come from Silestone and Caesarstone; each brand has its own exclusions. [5-6]

01 Damage from use

Heat, impact, chemical damage and misuse can fall outside material cover. Caesarstone excludes scratches and impact chips. Silestone excludes heat damage, chips and post-installation cracks on its stated terms.

02 Appearance and upkeep

Routine cleaning and some normal variations are outside manufacturer cover. Samples and photographs do not reproduce every part of a slab exactly.

03 Installation and refitting

Both material warranties exclude fabrication or installation faults and associated removal or refitting costs as stated. Report workmanship concerns to Rock & Co.

04 Location and use

Do not assume an indoor guarantee covers outdoors. Rental, commercial and relocated installations may have different conditions or no residential eligibility.

Let the cause be assessed

Report a concern even if you are unsure it qualifies. A care issue does not automatically remove rights for an unrelated defect. Your statutory rights continue. [1]

Do these things

For quartz and Basilica surfaces, alongside the care instructions supplied for your exact material. [1, 7-8]

01

Use a trivet

Protect against hot pans and oven trays. Check the instructions for heat-producing countertop appliances.

02

Use a chopping board

Keep knives and food preparation on a board to protect the surface and finish.

03

Clean gently

Use a soft cloth, warm water and a mild approved cleaner. Rinse and dry.

04

Wipe spills promptly

Remove food, drink and standing water, especially near taps and drainer grooves.

05

Protect edges

Handle heavy pans carefully around sink openings, corners and exposed edges.

06

Keep the paperwork

Save the invoice, care sheet, guarantee and registration confirmation. Report concerns promptly.

Do not do these things

For quartz and Basilica surfaces, alongside the care instructions supplied for your exact material. [1, 7-8]

01

No direct hot cookware

Use a trivet. Do not rely on a quoted temperature limit to protect against thermal shock.

02

No cutting on the surface

Avoid knives, metal scrapers and aggressive pads unless a method is specifically approved.

03

Do not stand or sit on it

Avoid concentrated weight and heavy impacts, especially around cut-outs and overhangs.

04

No chemical experiments

Avoid oven cleaners, paint strippers and unapproved treatments. Never mix cleaning products.

05

No unapproved coatings

Do not seal, wax, polish or add colour enhancer without the manufacturer's approval.

06

No DIY alterations

Contact Rock & Co before drilling, cutting, refinishing, repair or changes to support or location.

Clean with confidence

A simple routine keeps everyday care straightforward. Follow the instructions for your exact surface and finish. [1, 7-8]

1 **Wipe**

Remove everyday spills with a soft cloth, warm water and a suitable mild cleaner.

2 **Rinse**

Use clean water to remove soap and cleaning residue.

3 **Dry**

Finish with a clean cloth, especially around taps and drainer grooves.

If a mark remains

Consult the manufacturer's stain guidance before using a stronger product. Test an approved cleaner inconspicuously and follow its dilution, contact time and rinsing directions. [7-8]

Cleaning rules vary by brand

Approved bleach dilutions or specialist treatments are specific to each brand. Do not transfer them to another quartz or zero crystalline silica surface. [7-8]

Chips cracks or joint movement

Photograph the issue and contact Rock & Co before polishing, filling or altering it. A specialist can advise on repair. [1, 7-8]

For Basilica, use the care sheet for your product. Caesarstone and Silestone cleaning recipes are not Basilica instructions.

Register and get support

Check your product, range and guarantee version. Complete any required registration and save confirmation. Silestone specifies 6 months from purchase; confirm any Basilica deadline in its certificate. [4-5]

01 **Record the issue**

Take a close-up and a wider photograph. Note its location, when you noticed it and any relevant events.

02 **Contact Rock & Co**

Give your order reference, installation address, product and a description. Use our contact form or call 01438 878 013.

03 **Allow an assessment**

We may need access and supporting paperwork. We will explain the proposed next steps and expected response time. [1]

04 **Agree the route and costs**

Ask whether it is a manufacturer claim, an installation concern or a paid repair. Agree any chargeable work before it starts.

Keep the evidence

Retain your paperwork and avoid changing the affected area before assessment. Signing at completion does not prevent reporting a hidden defect later. [1]

Manufacturer claims follow the relevant written guarantee. Your consumer rights continue alongside any additional guarantee.

Keep your details here

Complete from your order documents. Keep this record, the written guarantee and care sheet together.

Customer name

Installation address

Order or invoice reference

Manufacturer and exact range

Colour finish and thickness

Purchase and installation dates

Guarantee start date and duration

Registration deadline and reference

Additional installation guarantee

Care sheet version and notes

Sources and full terms

Official sources checked 19 November 2026. Use the links in this PDF and retain the terms applicable to your own order.

1 **Rock & Co consumer terms**
rockandco.co.uk/worktop-terms-and-conditions/

2 **Rock & Co Basilica collection**
rockandco.co.uk/basilica-quartz-worktops/

3 **Basilica product and guarantee**
basilicastone.com/about/

4 **Basilica warranty registration**
basilicastone.com/warranty/

5 **Silestone UK warranty**
cosentino.com/en-gb/silestone/warranty/

6 **Caesarstone UK quartz warranty**
caesarstone.co.uk/warranty/ > Indoor Residential Quartz

7 **Caesarstone quartz care**
caesarstone.co.uk/care-and-maintenance/quartz-surfaces/

8 **Silestone maintenance**
cosentino.com/en-gb/silestone/maintenance/

Cosentino standard letter / March 2026

Caesarstone UK residential quartz warranty PDF

Conditions can change. This guide does not create a new guarantee or replace your manufacturer certificate. Photograph and logo: Rock & Co website.



HERE TO HELP

Your worktop.
Our support.

01438 878 013

Pin Green Yard, Unit 5 Senate Place
Stevenage, Hertfordshire, SG1 4QS

Contact customer service

Have your order reference, product details and photographs ready. Customer service and scheduling are closed at weekends.

Rock and Co Granite Ltd, trading as Rock & Co. This guide supports your order paperwork and does not limit your legal rights. Later website changes do not alter an existing order. [1]