



10 Years Limited Product Warranty

The glazed ceramic tile produced and supplied by ITALGRANITI. Ceramics meet relevant product specification according to International Standard ISO 13006:1998 . ITALGRANITI Group offers warranty for the ceramics tiles against manufacturing defects a period of ten (10) years, from the date of delivery.

This limited warranty is subject to the following conditions:

1. This limited warranty applies only to ceramics marked "1" choice by ITALGRANITI Group and not for defective installation or workmanship.
2. The ceramics tiles shall be fixed for the internal floor or internal and external walls of residential apartments. Liability will not be accept for any deterioration to the material, if used for other applications.
3. Tile adhesive or excess joint filling material must not be allowed to dry on the proper surface of the ceramics tiles. These substances must be cleaned a few minutes after application or before drying completely. Cleaning should be performed according to tile adhesive and grout manufacturer's method and instruction.
4. In any case, it is not advisable to use hydrofluoric acid solution or its compound for cleaning.
5. All fired ceramics products are subject to size and shade variation. The ceramics tiles must be verified prior to installation. Unless the existence of a manufacturing defect can be ascertained only after the ceramics tiles have been fixed and used, ITALGRANITI Group will not be liable for any claim when the tiles are already fixed.
6. The performance of a product is limited to such an extent. Any spillage of tea , coffee , paint, permanent marker, hair dye , nail polish and remover on the tile must be immediately cleaned to prevent severe staining. It is possible that these substances may leave light mark or slight discoloration on the tile if leftover for a long time. This limited warranty does not cover deterioration to the product due to abuse improper use or inappropriate cleaning and maintenance.
7. When a claim is made under this limited warranty, in its sole discretion ITALGRANITI Group may offer to replace the goods , if available; or supply equivalent goods; or refund



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the purchase price within a reasonable time. The claim will be limited to the value of the supplied materials accepted by ITALGRANITI Group a defective. Under no circumstances ITALGRANITI Group will be liable for loss of profit or any consequential damages , or liable for labor to remove and re-install the tiles.

8. All limited warranty claims must be addressed in writing to ITALGRANITI Group at the address provide hereunder within (30) days of the discovery of the alleged manufacturing defect.

Signed for ITALGRANITI GROUP:
QUALITY CONTROL MANAGER

ITALGRANITI GROUP S.p.A.

date of issue:

2/9/2014