

cersanit

WARRANTY CARD

CERSANIT CERAMIC TILES

Manufacturer:

CERSANIT S.A. seated in Kielce,
al. Solidarności 36,
25-323 Kielce,

grants warranty under the following conditions:

1. Warranty period:

CERSANIT S.A. provides a 72-month warranty period for purchased 1st grade tiles, starting on the date of sale, not more however than 84 months from the date of manufacturing.

The Manufacturer provides extended warranty of 120 months for selected Products. Detailed information on the warranty period can be found on the website www.cersanit.com; www.opoczno.eu.

2. Warranty conditions:

2.1. Tiles from the sale and marked as 2nd grade are not subject to warranty claims. The quality requirements for each grade are listed in in the "Technical specification and installation guides for Cersanit ceramic tiles".

2.2. The Purchaser shall be obligated to familiarize himself with and abide to the conditions of the warranty and the guides contained in the "Technical specification and installation guides for Cersanit ceramic tiles", available at www.cersanit.com; www.opoczno.eu

2.3. The basis for considering the compliant is the Customer's demonstration of the Product's date of purchase (e.g. on the basis of a receipt or an invoice).

2.4. The Manufacturer shall not be liable for any damage and defects resulting from the use by the Customer of materials for the installation of the Product which do not comply with the recommendations in the document mentioned in item 2.2., and which do not directly originate with the Manufacturer. The Purchaser uses such materials at his own risk and responsibility.

2.5. The Product should be inspected prior to installation. It should not be installed if any defects that can be detected are revealed. The defects should be reported in line with the complaint handling rules. If the Manufacturer accepts the complaint concerning the already installed Product, although the defect should have been revealed at the time of inspection, the Purchaser is obliged to dismantle the Product at his own expense.

2.6. The Manufacturer shall not cover any additional costs connected to the replacement of the Product, if the Product had been installed or used contrary to the guides given in the document "Technical specification and installation guides for Cersanit ceramic tiles".

2.7. The Warranty does not cover Products damaged as the result of:

- faulty installation or installation contrary to the document *Technical specification and installation guides for Cersanit ceramic tiles*" or to the building law;
- use contrary to the "Technical specification and installation guides for Cersanit ceramic tiles";

- inappropriate: storage, transport or maintenance with corrosive or granular agents;
- mechanical, physical, chemical impacts caused by external forces and factors;
- cement, stone or iron sludge;
- making structural changes or unauthorized alterations;
- influence of negative temperatures (for not frost-proof products).

3. Complaint handling rules:

- Complaints shall be submitted directly at the place of the Product's purchase or in electronic form via the submission form available at www.cersanit.com.pl
- Complaints will be considered only upon presentation by the Customer of the proof of Purchase, and in the case of submission of an electronic proof of purchase, it will be verified by the maintenance technician in the course of complaint handling.
- The complaint will be processed within 14 days from the date of submission.
- Product defects revealed during the warranty period will be removed within 30 days from the date of complaint acceptance.
- A claimed Product should meet the basic principles of hygiene.
- The warranty covers only the manufacturing defects of the Product.

4. Principles of use necessary to maintain the warranty:

- The warranty remains valid only if the warranty conditions and "Technical specification and installation guides for Cersanit ceramic tiles", available at www.cersanit.com; www.opoczno.eu, are observed.

5. Comments:

- The warranty does not exclude, limit or suspend the purchaser's rights stemming from statutory guarantee.
- In the case of unsubstantiated submission of a claim, the Customer may be charged with the costs of travel of the authorized maintenance technician.
- The Manufacturer shall not be liable for any damage resulting from the materials for the installation contrary to the "Technical specification and installation guides for Cersanit ceramic tiles".
- If the Product's manufacturing defect is revealed, the Customer must take any and all actions aiming at limiting the possible damage that may arise from that defect.
- The warranty shall be valid within the territory of the country of purchase.
- The Customer's rights under the warranty: repair, replacement of the product, reduction or reimbursement of the Product's price.