

## CERTIFICATE OF WARRANTY AZULEJOS PLAZA,S.A.

With this certificate AZULEJOS PLAZA,S.A., thanks your vote of confidence for choosing our products, and it is the reflection of the commitment that the company has with you, so that you can enjoy its finishes over the years and with total peace of mind. Please, read it carefully.

### 1.- AMPARED PRODUCTS.

This guarantee covers any defect related to the intrinsic quality of the Products, determined by its finish, its resistance to use according to the contexts specified by the manufacturer and to the provisions of the relevant technical standards. Applicable to the first quality products sold by AZULEJOS PLAZA,S.A. or by the companies affiliated to its distributors network.

### 2.- COVERAGE OF THE WARRANTY.

This certificate covers any manufacturing defect of the product that may affect its optimum performance in the work contexts specified by AZULEJOS PLAZA , S.A., after compliance with the provisions of the installation, use and maintenance manuals. In the event of a manufacturing defect or poor performance in any of the products covered by this warranty and in compliance with the conditions stipulated for the purpose of recognition, AZULEJOS PLAZA,S.A. will proceed to carry out the relevant tests in order to establish the suitability and quality of the product, using its technical service for this. If it is verified that the reference in question does not meet the parameters established in international standards, the product (s) in question will be repaired or replaced by another (s) equal (s) or by the most similar (s) available (s) at the discretion of the company, reserving the right to make refunds in cash, which correspond only to the net value of the product at the date of purchase.

### 3.- VALIDITY OF THE WARRANTY COVERAGE.

The AZULEJOS PLAZA ,S.A. warranty certificate covers a period of no more than five years, and will be valid from the date of acquisition of the product, understood as the commercial date recorded in the purchase invoice, subject to the provisions of the technical data sheet of each product and the use / finishing of each particular product.

The change of a product in the event of a claim will not modify or extend the original terms established in this certificate, which is issued only and exclusively for the natural or legal person registered in the purchase invoice.

This warranty does not include the removal and / or installation of the product and / or the installation of the replacement product.

The use of muriatic acid (hydrochloric or hydrofluoric acid) on the tile will void this warranty.

### 4.- CONDITIONS TO MAKE THE GUARANTEE EFFECTIVE.

In order to validate your guarantee, we ask you to take into account the following considerations:

4.1.-Verify at the time of receipt / purchase that the product was delivered complete and in good condition, without damage such as breaks, bumps, deterioration, scratches or similar. After 15 days from the reception of the product by our client it will be understood that the material was received satisfactorily.

4.2.- Keep your invoice and the labels and / or boxes where you specify the name, lot, size and quality of the product. After 12 months from the date of the invoice, it will be understood that there are no problems with the product served.

4.3.- Any claim concerning differences in appearance, shape, color, gloss and / or texture will be appropriate if and only if the product has not been installed. PLAZA CERÁMICAS is not responsible for the cost of removing and replacing materials that do not meet the Plaza QUALITY specifications. The client must verify before placing the material that the product meets the quality specifications, that the model corresponds to the chosen one and the tone is the one requested. This information is also printed on the boxes.

4.4.- Some variations in shades and sizes (dimensions) are normal in the ceramic process, as stipulated by international standards, and therefore are not grounds for claim. The superficial and application defects that occur inherently to the production process, are considered as reclaimable if they are observable at a glance at 1 m. of distance and under an illumination of 300 luxes, and as long as they appear in more than 3% of the pieces.

## 5.- EXCLUSIONS.

1) The AZULEJOS PLAZA,S.A. quality certificate covers defects related to the intrinsic quality of the product and therefore does not cover the following situations:

5.1.-Use of the product without following the installation recommendations:

5.2.- Omission of the recommendations made by the manufacturer and / or those established in the installation, use and maintenance manuals of ceramic material.

5.3.- Deficiencies in the leveling, tuning, drying and / or curing of the support surface.

5.4.- Structural deficiencies, as well as incorrect localization and / or treatment of expansion, perimeter and / or structural joints in the installed area.

5.5.-Use of products not recommended for installation.

2-) Abnormal use of the product

5.2.1- Use of the product in contexts different from those specified by the manufacturer.

5.2.2.-Installation of the product in environments that exceed traffic and working conditions determined by the manufacturer.

5.2.3.- Application of additives and surface elements not recommended.

## 3.- INADEQUATE MAINTENANCE.

5.3.1.- Use of products not recommended for the initial and periodic cleaning of the products.

5.3.2.- Subjection of the products to substances that may cause a chemical attack.

5.3.3.- Prolonged contact of the products with agents that may stain or erode the surface in any way.

5.3.4.- Overcoming the recommendations established in the installation, use and maintenance manuals for pavements and coatings.

## 4.- FACTS NOT ATTRIBUTABLE TO AZULEJOS PLAZA, S.A.

5.4.1.-Physical characteristics associated with the manufacturing process of the product, such as differences in tone between the pieces or an optical effect of waving on the surface of the enamelled references .

5.4.2.-Actions or omissions that may affect the product, regardless of whether they are made by the buyer or by third parties. .

5.4.3.-Natural and public situations not related to the product such as earthquakes, landslides, floods, fire, vandalism or riot.

5.4.4.-Impacts on the product with objects that have a mass, acceleration and / or force higher than those established by the standard.

## 6.- OTHER EXCLUSIONS.

As it is related to the intrinsic quality of the products, the AZULEJOS PLAZA, S.A. guarantee for floors and ceramic coverings does not cover the value of installation materials, any legal interest on the value paid for the products, the value of the damages that may be generated before and / or during the claim or repair process to the commercial, industrial, professional or housing activities of the buyer, the user of the product or of third parties, nor does it cover the costs of materials or labor not associated with the replacement of the product. object of the guarantee or any other value not described in this certificate. An exclusion related to an inadequate transport and / or storage of the product from its exit from our warehouses will also be considered an exclusion.

## 7.- HOW TO MAKE THE GUARANTEE EFFECTIVE.

If you are not completely satisfied with your products and wish to make the guarantee valid, be sure to follow the following steps:

7.1.- Verify that you have complied with all the steps and requirements established in the installation, use and maintenance manuals of ceramic products.

7.2.- If the cause of dissatisfaction concerns the appearance and dimensionality of the product, make sure that it has not been installed.

7.3.- Determine to which boxes the product corresponds and write down the information that you will find in them. Provide photos or the necessary documentation for your best verification.

7.4.- Communicate with your usual contact at AZULEJOS PLAZA, S.A.

7.5.- Have your purchase invoice with you and be sure to keep this certificate.

7.6.- Make sure that no more than 30 calendar days have passed between the cause that generates the disagreement and your notification to AZULEJOS PLAZA, S.A..

7.7.- Verify that the warranty times specified for your product are still valid.