

ASCALE WARRANTY



THANK YOU FOR TRUSTING ASCALE

WARRANTY TERMS AND CONDITIONS

15 YEARS

TAU CERAMICA SOLUTIONS, S.L.U. (the distributor of the ASCALE by TAU brand), guarantees the ASCALE 12mm and 20mm thick slabs against possible manufacturing defects for 15 years from the date of purchase.

In order to obtain the ASCALE warranty, the consumer/buyer must request it through the website www.ascale.es in the 30 days following the purchase of the product, attaching the purchase invoice, the date of installation, as well as the payment made and the name of the commercial establishment where the product was purchased. As ASCALE produces and supplies the boards, but does not install them in their final place of use or perform the finishing of the boards, it does not cover the costs and risks that may arise as a result of these processes, which are totally outside ASCALE's control.

ASCALE will not provide warranty service if the requirements specified in this warranty document are not met or if the information provided by the consumer is false, incomplete or illegible.

Warranty

ASCALE, has the obligation to replace a defective product for 15 years with the same characteristics of color and finish as the one purchased by the consumer.

In the case that the defective product is out of stock or not available at the time of replacement, ASCALE will supply the most similar shade, caliber and thickness of the product being manufactured at that time.

The warranty granted by ASCALE guarantees ASCALE 12 mm and 20 mm thick slabs for countertops and benches for private use that are permanently and correctly installed in the interior and exterior of homes and buildings. The warranty does not cover the use of ASCALE slabs for commercial use.

Warranty Request

As a requirement to be able to request the warranty of the ASCALE tables, the consumer must have paid the invoice for the product to the establishment.

The application must be made through Ascale's corporate website. In this request, the original purchase invoice or sales receipt must be provided, which must include the details of the distributor or point of sale where the transaction was made, the date of purchase and the tone, caliber and quality data.

The user must also provide documentation relating to the payment of 100% of the payment. The decision to replace the ASCALE boards will be taken by the company and will be final and binding for all parties.



WARRANTY

EXCLUSION CASES

1. The warranty does not cover transportation, processing, assembly and/or disassembly costs for the repair or reinstallation of the ASCALE boards.
2. Damages, direct or indirect, caused by the intervention of different actors than the personnel authorized by ASCALE, such as, problems caused by an incorrect finishing, handling, cutting or processing of the product, the use of inadequate techniques or methodologies during the installation process or any alteration, manipulation or misuse of the original ASCALE product.
3. Defects or damage to the ASCALE boards suffered during transportation of the material to its place of use or placement.
4. Any imperfections that may appear as a result of misuse of the product.
5. Any damage, abuse or improper use of ASCALE boards resulting in accidents or exposure to abnormal physical or chemical conditions, such as strong impacts, structural movements, use of chemical agents (hydrofluoric acid), corrosive agents, etc.
6. Natural disasters and damages caused by other products or any aspect beyond ASCALE's control.
7. Cracks in the final installed product as a result of movement in building structures, placing excessive weight on the countertop or banging on the countertop after it has been installed.
8. Any defect or bad appearance produced by adhesives or mastics placed in the joints. Marks and chips are not a symptom of a defective product, but of incorrect handling and / or placement or, where appropriate, improper use of the product. In order to avoid their appearance, follow the advice on handling and installation of ASCALE boards, and avoid scratching and knocking objects on the edges of the countertops or benches.
9. Excluded from the warranty is any consequential or incidental damage, loss or expense other than the product itself, including damage to products, additional or supplemental plumbing, electrical or masonry installations or repairs necessary to repair and replace the ASCALE product. These are the responsibility of the consumer.
10. The damages that may have been generated since the appearance of the defect that is the object of the warranty claim, including those generated during the processes of presentation and processing of the claim, as well as during the entire process of replacement of the product for the consumer or any third party.
11. Damages due to deficiencies or omissions of technical projects on the basis of which the buildings in which the ASCALE products are placed are executed.
12. Differences between samples and photographs of any ASCALE product and actual products purchased. Samples are a general indication of design, pattern, aesthetics, color and finish: samples are NOT guaranteed to be an exact replica of the ASCALE surface. Appearance may change slightly once the ASCALE board is installed.
13. ASCALE boards with visible defects prior to manufacture or installation that have not been notified in advance.