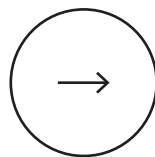


# BRAND WARRANTY

Detailed information on the terms and conditions under which our product warranty is offered.

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# Terms and conditions of the 15-year warranty.

Thank you for trusting Ascale.

Ascale guarantees the 12 mm and 20 mm thick Ascale slabs against any possible manufacturing defect for a period of 15 years from the date of purchase.

To receive the Ascale warranty, consumers/buyers must submit a request via the [www.Ascale.es](http://www.Ascale.es) website within 30 days of purchasing their product. The corresponding purchase invoice must be included and information provided on the date of installation, the amount paid and the name of the establishment from which they purchased the product. Given that Ascale produces and supplies the slabs but does not lay or install them in the final location where they will be used and nor does it apply any finishes to the slabs, it does not cover either the costs or risks that may arise as a result of said processes, which are totally beyond the control of Ascale.

Ascale will not provide the 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 undertakes to replace a product found to be defective within 15 years of purchase with another of the same colour and finish as the one purchased by the consumer. In the event that the defective product is no longer in production or is unavailable at the time that a replacement is requested, Ascale will supply the most similar product in terms of colour, calibre and thickness that is being manufactured at the time. The warranty provided by Ascale covers the 12 mm and 20 mm thick Ascale slabs intended for countertops and worktops for private use that are permanently and correctly installed inside or outside of private homes and buildings. The warranty does not cover the use of Ascale slabs for commercial use.

## Warranty request

To request a warranty for Ascale slabs, the consumer must have settled the invoice for the product issued by the establishment from which it was purchased. All warranty requests must be submitted via the corporate website of Ascale. Said requests must include the original purchase invoice or sales receipt showing the details of the distributor or point of sale where the transaction took place, the date of purchase and the information on colour, calibre and quality. Furthermore, the user must also provide documentation to show full payment of the invoice amount. The decision to replace Ascale slabs will be taken by the company, and will be final and binding for all parties.



# Warranty exclusions:

## 01

The warranty does not cover the transport, preparation, assembly and/or disassembly costs for the repair or re-installation of the Ascale slabs.

## 02

Any direct or indirect damage that may have been caused by actions taken by people other than personnel authorised by Ascale, such as problems caused by incorrect finishes, handling, cutting or preparation of the product, the use of unsuitable techniques or methods during the installation process or any alteration, handling or misuse of the original Ascale product.

## 03

Defects or damage to Ascale slabs suffered during transport of the material to the location where it is used or installed.

## 04

Any imperfections that may appear as a result of misuse of the product.

## 05

Any damage, abuse or inappropriate use of the Ascale slabs leading to accidents or exposure to abnormal physical or chemical conditions, such as strong impacts, structural movements, the use of chemical agents (hydrofluoric acid), corrosive agents, etc.

## 06

Natural disasters and damage caused by other products or any factor beyond the control of Ascale.

## 07

Cracks in the end product installed stemming from structural movements in the building, the placement of excessive weight on the countertop or striking the countertop after it has been installed.

## 08

Any defect or undesired appearance caused by the adhesive or putty used in the joints. Marks and chips are not a symptom of a defective product but rather incorrect handling and/or installation or, as the case may be, inappropriate use of the product. In order to prevent their appearance, the handling and installation tips for Ascale slabs should be followed and all efforts should be made to avoid scraping or striking objects on the edges of countertops or worktops.

## 09

Any consequential or unforeseen damage, loss or cost besides the product itself is excluded from the warranty, including damage to products, installations or additional or supplementary repairs associated with plumbing, wiring or brickwork that may be necessary to repair or replace the Ascale product. The consumer will be liable for the above.

## 10

Any damages that may have been incurred since the defect subject to a claim on the warranty appeared, including those that may be incurred during the claim submission and processing procedures, as well as throughout the entire process to replace the product for the consumer or any third party.

## 11

Damage caused by shortcomings or omissions in the technical designs providing the basis for construction of the buildings in which Ascale products are installed.

## 12

Differences between samples and photographs of any Ascale product and the actual products purchased. Samples are a general indication of the design, pattern, look, colour and finish: It is NOT guaranteed that samples are a precise replica of the Ascale surface. Appearances may change a little once the Ascale slab is installed.

## 13

Ascale slabs with visible defects prior to the preparation or installation thereof, which have not been previously reported.