



ASCALE

Brand
Warranty

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

25-Year warranty conditions.

Thank you for trusting Ascale.

1. WARRANTY PERIOD

Ascale guarantees its 12 mm and 20 mm slabs used in countertops and worktops for private use for a period of 25 years from the date of purchase, provided that the installation and maintenance conditions indicated in this document are followed.

2. WARRANTY REGISTRATION

To validate the warranty, the consumer must register the product on Ascale's website within 30 days of purchase, providing the purchase invoice and installation details.

3. WARRANTY COVERAGE

This warranty exclusively covers manufacturing defects that affect the structural integrity of the material.

4. MAINTENANCE INSTRUCTIONS

To ensure the durability of the surface, it is recommended to follow the maintenance instructions in Ascale's "Cleaning and Maintenance Guide," which should be consulted regularly to ensure proper product care. This includes cleaning with water and neutral soap, avoiding abrasive products, using protection against hot objects, and preventing direct impacts or cuts on the surface.

5. TRANSFERABILITY

This warranty is transferable in the event of the sale of the property where the product has been installed, provided that it has been correctly registered on Ascale's website and the new owner notifies the change of ownership within 30 days of purchase.

6. CLAIM PROCEDURE

If a defect covered by this warranty is detected, the consumer must:

- 6.1. Contact Ascale via the warranty form on its website.
- 6.2. Provide the purchase invoice and photographic evidence of the defect.

6.3. Allow an inspection of the product by Ascale or an authorized distributor. If the claim is accepted, Ascale may choose to replace the affected slab with one of equal or similar characteristics, without covering the costs of removal, transportation, or reinstallation.

7. FINAL PROVISIONS

This warranty grants specific rights to the consumer, which may vary according to the legislation of the country of purchase. Under no circumstances shall Ascale be liable for indirect damages or those resulting from the use of the product outside the terms of this warranty.



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.

