

## WARRANTY CERTIFICATE

Vicaima warrants for a period of 5 years counting from the date of invoice, that their products, when sold as new, are in accordance with the manufacturer's technical specifications and free from defects in materials or workmanship.

*In the unlikely event one of the above mentioned products, shows to be defective in material or workmanship:*

- 1- Do not install.
- 2- Contact immediately our services.
- 3- We will take in our sole discretion, the initiative to replace the part in question, with the same product or, if this is no longer available, to provide its' repair or replacement by another of equal value and similar in colour, design and quality.

Claims must be submitted within the deadline of 30 days after date of invoice.

## WARRANTY EXCLUSION CLAUSES

### 1. INSTALLATION, MAINTENANCE INADEQUATE OR INAPPROPRIATE

Installation must be performed according to the recommendations and conditions of application. It is the buyer's responsibility to obtain and comply with the recommendations for maintenance. If you use the products recommended by Vicaima brand, to care for and protect the products, this will keep its' visual appearance. The use of other products than the recommended for maintenance, may cause damage to the product and void the Warranty.

### 2. CHANGES OR UNAUTHORIZED REPAIRS

This warranty does not cover any process, operation or treatment that has been made to the product and that is not specifically recommended by us. Changes or repairs made by others than a representative authorized by Vicaima, invalidate the warranty.



### 3. EXTREME ENVIRONMENTAL CONDITIONS

The products should be applied in appropriate places and environmental conditions. Exposure to extreme heat, moisture, or too dry, or under high thermal differences, invalidate the warranty.

The Warranty does not cover the appearance of cracks, deformation, dirt or product changes by the action of ultraviolet rays.

### 4. DAMAGE CAUSED BY BLUNT OBJECTS, ACCIDENT, MISUSE OR “FORCE MAJEURE”

The Warranty does not cover damage caused by impact of blunt objects, use inconsistent with our instructions, lack of maintenance care, misuse, neglect, moisture, burns or other abrasives.

### 5. COLOUR DIFFERENCES

Given the possibility of the referred products being based on natural products, Vicaima can not ensure colour uniformity between samples or photographs or actual refurbishing of one batch to another or any discoloration or damage to the surface due to sunlight exposure.

*In case of use of the Guarantee, proceed as follows:*

- a) All complaints should be directed to Vicaima, along with this Warranty Certificate (referring to the date of purchase, type and category of defective products and indicating the quantity of purchased products) as well as the purchase invoice. These elements can help detect if the cause of the problem is related to the manufacture, installation or maintenance. Document your exposure and keep it on file until your problem is resolved.
- b) If you are not satisfied with the information from your supplier, the defect must be inspected and verified by an authorized representative Vicaima.
- c) If the replacement is made under this Guarantee Vicaima, the same product and finishing pattern will be provided when and where possible. The development policy of continuous improvement and perfection that we practice leads naturally to increase, replacement and modification of standards and product specifications without prior notice, by which some products and standards may not always be available. In this case, we reserve the right to provide a similar material to replace the defective material.

