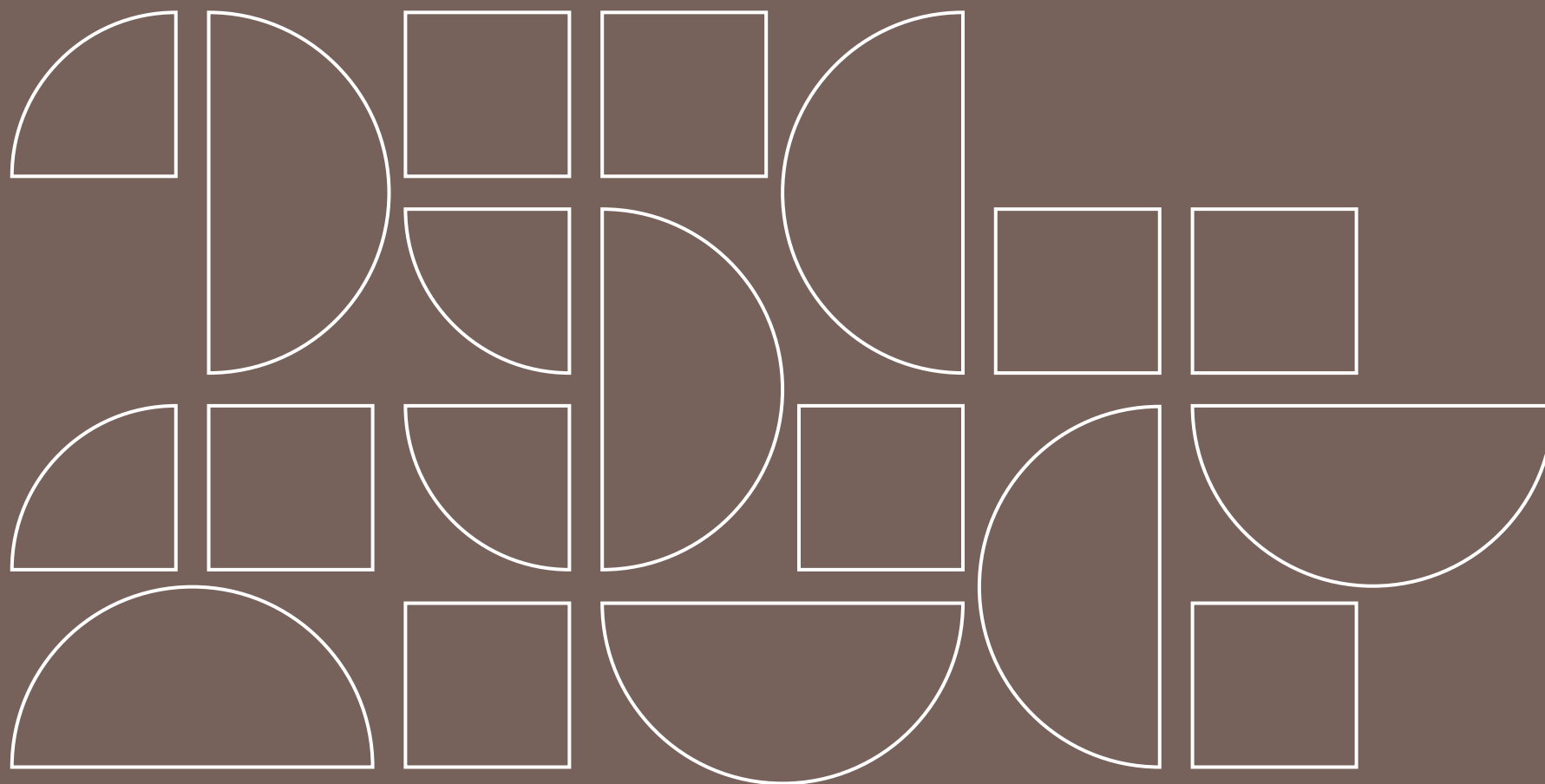


Lapitec Warranty

for residential worktops



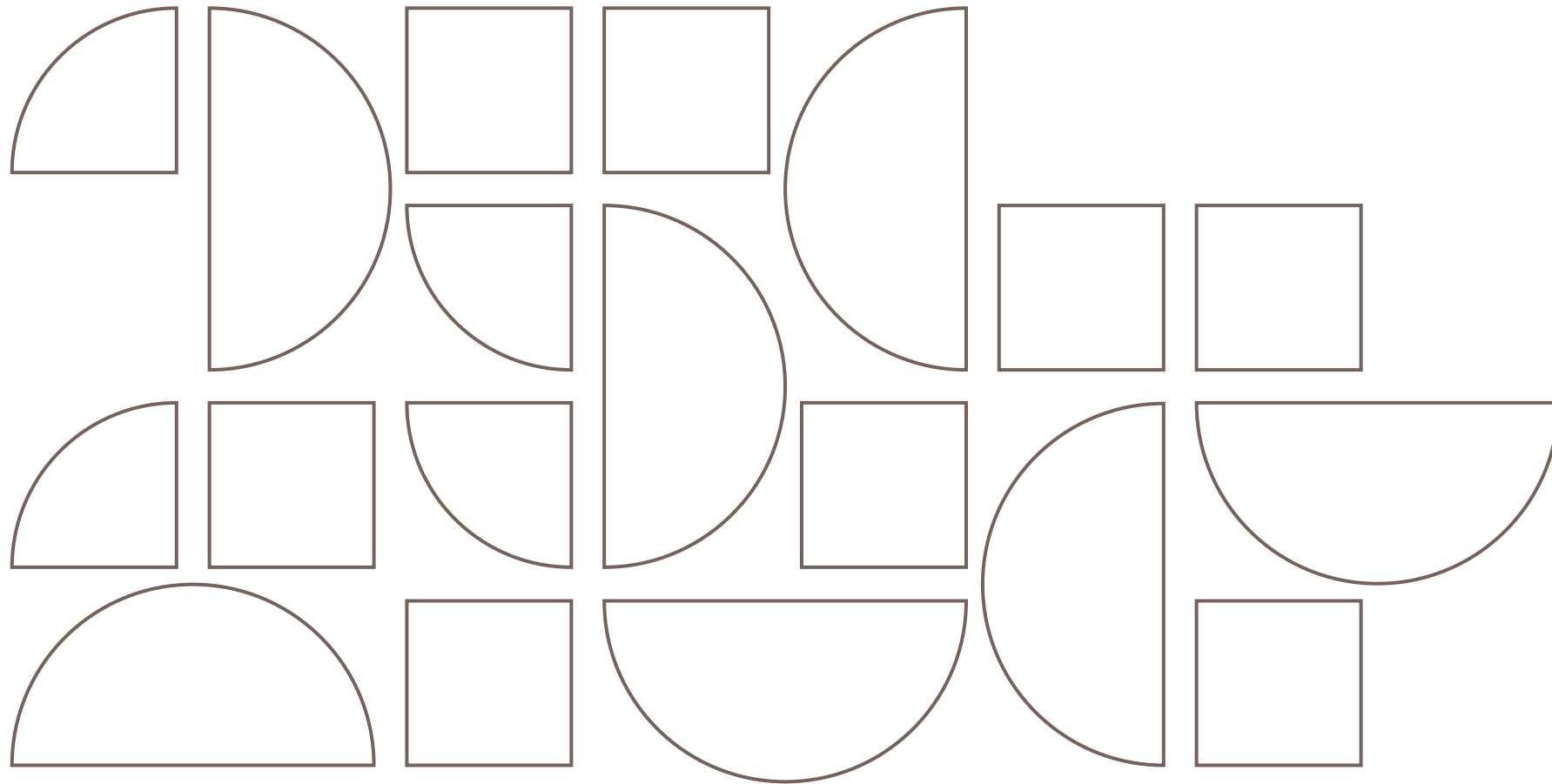
Vers. 1/2020



LAPITEC
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Lapitec Warranty residential worktops

ENGLISH



Vers. 1/2020



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Lapitec® limited transferable 25-year warranty for residential worktops

According to the terms and conditions contained in this document, Lapitec guarantees to the end-buyer, for a period of 25 (twenty-five) years from the date of purchase, that the Lapitec® sintered stone surfaces in the various finishes used for the manufacture of kitchen worktops and bathroom tops for residential use shall be free from manufacturing defects and/or structural flaws and shall not undergo changes, as long as they are installed correctly and the care and maintenance instructions available on the website www.lapitec.com are followed.

Should a manufacturing defect be found during the period covered by the warranty, Lapitec may, at its sole discretion, repair or replace the defective surfaces. Furthermore, the repair or replacement to be carried out by Lapitec shall be limited to repair or replacement with surfaces having colours, styles and finishes available at the time the repair or replacement is carried out. This warranty is valid only if the buyer of the installed Lapitec® surfaces has registered the warranty within a maximum period of 60 (sixty) days from the date of purchase stated in the invoice. If the Lapitec® surfaces are transferred to third parties, this warranty can be transferred to the transferee on condition that - within 60 (sixty) days of the transfer - the pur-

chaser provides Lapitec with the personal details and address of the transferee, to whom all the documents on the use and maintenance of the product must be provided and on condition that the product is not moved from the original installation site, under penalty of forfeiture of the warranty. The transferor shall provide Lapitec with written proof of delivery of the aforementioned documentation to the transferee. Lapitec reserves the right to transfer the warranty to the transferee subject to verification of the product. The transfer of the warranty shall not extend its term, which becomes effective on the date of purchase stated in the invoice submitted when registering the warranty.

If a claim is filed, Lapitec shall be allowed to inspect the product, also through its own representatives, in order to assess whether there are grounds for the complaint. All decisions relating to the existence of manufacturing defects of the Lapitec® sintered stone surfaces used in manufacturing the artifacts in relation to which the claim is made, shall be adopted by Lapitec within 90 (ninety) days from the filing of the complaint.



If the supply consists of slabs or semi-finished products and if the terms and conditions contained in this document are complied with, Lapitec shall only supply slabs or semi-finished products as replacement. Lapitec shall not be responsible for the cost of manufacturing and installing the product.

By activating this warranty, the end-buyer undertakes to observe all the care and maintenance instructions for the Lapitec® sintered stone surfaces contained in the technical documentation available on the website www.lapitec.com.

What is covered by this Warranty

- This limited warranty covers Lapitec® sintered stone surfaces used in the manufacturing of kitchen worktops and bathroom tops for residential use, purchased from an authorized installer or dealer and permanently installed by an authorized installer.
- Lapitec shall repair or replace the defective product covered by the warranty with another product having the same characteristics (same colour, thickness, etc.) as the defective product provided that that product is still in production or available. If that product is no longer in production or is unavailable for any reason, the defective product shall be replaced with a Lapitec® product with similar characteristics.
- Subject to the limitations set out in this docu-

ment, this warranty covers products that have been maintained in accordance with the care and maintenance standards for Lapitec® sintered stone surfaces, which are available on www.lapitec.com.

- Stains caused by food, drink and household cleaners provided that the care and maintenance guidelines of the material have been followed and with the exclusion of stains caused by chemical agents with an acidic or basic pH (less than 5 or higher to 11).
- Discoloration due to direct exposure to UV rays from the sun both in indoor and outdoor installations.
- Lapitec covers the product in case of cracks due to exposure to direct heat sources due to normal household use.

What is not covered by this Warranty

- Defects attributable to working stages subsequent to the production of Lapitec®, such as design, processing of the material (cutting, polishing, etc.), transport, installation and other modifications or handling of the original Lapitec® product are not covered by this warranty.
- The surfaces previously used by the distributors for display purposes.
- Cracks in Lapitec® surfaces due to external factors or interactions such as impacts, uneven furniture or floors, structural settlements or movements, incorrect installation or other

conditions inside the place where the product has been installed that can cause the Lapitec® sintered stone surfaces to slide.

- Consequential or accidental damage, direct or indirect damage to property and/or persons due to improper use of the product, and/or failure to comply with the instructions contained in the technical documentation available on the website www.lapitec.com.
- Damage or loss other than the product itself including, but not limited to, damage to other products or structures, additional or supplementary repairs, modifications such as, for example, plumbing or electrical changes, modifications to tiled surfaces or walls, masonry work, repairs to the screed or transport costs necessary to repair or replace the Lapitec® sintered stone surfaces covered by this warranty. Any other repairs and modifications shall be under the buyer's responsibility.
- Lapitec® sintered stone surfaces that have been treated and/or covered with products or coatings not authorized by Lapitec. If Lapitec, at its discretion, considers that the application of an unauthorized product and/or coating has caused or contributed to the onset of the defect (s) in the product, then Lapitec shall have no obligations under this warranty.
- Products that have not been fully paid.
- Products exposed to wear and exceptional conditions or mishandling of various kinds. "Exceptional wear and conditions" include,

but are not limited to, damage resulting from mishandling or misuse, physical or chemical wear and failure to comply with the correct care and maintenance instructions available on the website www.lapitec.com.

- Products that the buyer deems unsuitable following installation due to the colour, style of the edges or other opinions based on personal preferences.
- Variations in tone, colour, structure between the various pieces and/or small surface imperfections.
- The veining appearance.
- Whitening caused by atmospheric dust.
- Temporary marks on Lapitec® products including metallic marks, fingerprints or temporary stains or marks caused by household cleaning tools.
- "Commercial uses" of Lapitec® products. "Commercial uses" include, by way of example, use in commercial buildings such as retail stores, restaurants, offices, hotels or blocks of flats.
- Lapitec is not responsible for damage or injury caused in whole or in part by force majeure (including without limitation earthquakes, tornadoes, tropical storms and hurricanes), exposure to corrosive contaminants (for example salt water or chemicals in rainwater), fire, flood, explosion, improper storage or handling, workplace conditions, architectural or engineering projects, moving of the product

-
- from the original installation site.
- Additional damage that could result from a defect in the Lapitec product covered by this warranty, including damage occurring while the claim is being processed, as well as during the product replacement period. This exclusion includes, by way of example, any commercial, industrial or professional damage that the purchaser of the product or third parties may suffer as a result of a defect covered by this warranty.
 - Any differences between the samples and the photographs of any Lapitec® product and the actual Lapitec® product that has been purchased.
 - This warranty does not cover repairs and/or handling of the Lapitec® product without suitable verification by Lapitec.
 - Chipping. Chipping is not due to defective material; chipping is the result of rubbing and impact of objects against the edges of the surface.
 - Some Lapitec® colours and finishes may only be available for specific uses or applications. The buyer will be informed about which colours and finishes are recommended by Lapitec for use only for specific applications. This warranty shall not be valid if the buyer uses the product for uses or applications other than those recommended by Lapitec for the specific product.
 - Lapitec® sintered stone surfaces that have been moved from the original installation site.

- Damage caused by installed appliances.
- Repairs carried out without prior verification by Lapitec.
- Stains caused by direct contact with chemical agents with an acidic or basic pH (lower than 5 or higher than 11) or scratches caused by the use of abrasive sponges or steel wire to clean the top, or resulting from any other improper use of abrasive products or failure to comply with the cleaning rules specified in the technical documentation available on the website www.lapitec.com.
- Lapitec does not give any other type of warranty (express or implied) with respect to its Lapitec® sintered stone surfaces, except for those set out in this document.

How to activate the warranty

You can activate and register this warranty by completing the online warranty registration form available on www.lapitec.com (alternatively, the buyer can call or write to Lapitec using the contact details specified below requesting a registration form). Registration must take place within a maximum period of 60 days from the date of purchase stated in the invoice.

Lapitec agrees to comply with the privacy legislation in force regarding the use of personal data which it receives during activation of the warranty. All the fields marked with an asterisk (*) must be filled out and a purchase receipt, or other supporting evidence, must be provided clear-

ly showing the date of purchase. If in doubt, please contact Lapitec via the web page www.lapitec.com or the email address info@lapitec.com or the telephone number +39 0423 703811.

Amendment of the Warranty

No distributor, dealer, employee, installer or any other person is authorized to amend or modify this warranty or to make any other warranties, representations or promises on behalf of Lapitec with respect to the product.

How to file a warranty claim

If you believe there is a defect in your Lapitec® product and you wish to file a claim under this warranty, you must do so by fax, e-mail, letter or telephone by contacting Lapitec Customer Service at the following number: +39 0423 703811.

All warranty claims must be received by Lapitec within thirty (30) days after the defect in the product is found.

To register the warranty, go to: <https://www.lapitec.com/en/warranty> and fill in all the sections.

- Enter the details relating to your Lapitec® top, full details of the buyer, details of the dealer and the name of the stone fabricator. All sections must be filled in to activate the warranty.
- Attach a copy of the purchase invoice for the Lapitec® top.
- Read the information content on how to care for your Lapitec® top and accept the Warranty Policy. Consent to the processing of personal data, which Lapitec will handle and protect in accordance with the law.
- Confirm the details that you have filled in by clicking “register your warranty”.

A pop-up window will appear on the screen to confirm that the registration has been successful, and an email will be sent summarising the information entered.



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