

20 / 30 MM

*WARRANTY*

ALTISSIMA

# 10

# YEARS

URBATEK CERAMICS, SAU, with address at Ctra Nacional 340, Km. 56,2, 12540 Vila-real (Castellón) and with NIF number A12650818 (hereinafter “URBATEK”), offers a 10-year warranty to consumers who purchase Altissima countertops Stone from the date of purchase, valid against possible origin defects and that, therefore, do not arise -among others- from improper installation, improper use, inappropriate cutting or processing, as well as improper storage or handling.

Furthermore, Urbatek Ceramics S.A.U. ensures the quality of its products included in the Altissima series through a management system certified by the UNE EN ISO 9001 standard. For all these reasons, an additional 10-year warranty is established for the Altissima series from the delivery of the products.

## HOW TO OBTAIN THE SERVICE OF WARRANTY?

To qualify for this warranty extension, registration or shipment must be made within 60 calendar days after the purchase invoice date. To activate this warranty extension, the end consumer must correctly fill in the form available on the website:

*[www.xtone-surface.com/customer/warranty](http://www.xtone-surface.com/customer/warranty)*

after which a digital document will be sent by email confirming the activation of the warranty extension.

It is essential to have the lot number of the product, a 10-digit number that will be provided by the stonemason or installer together with the purchase invoice, in physical or digital format. To get the best service from this warranty, contact the selling point where you originally purchased Altissima. For more information go to the e-mail *[info@xtone-surface.com](mailto:info@xtone-surface.com)*

To obtain the warranty service, the aforementioned, lot number and purchase invoice will be necessary, as well as the client's consent for the agent authorized by URBATEK and / or the installer, if necessary in the event of a possible incident, can perform an inspection and / or repair of the product on your property.

In addition to this warranty, URBATEK does not offer any additional warranty, except those derived from current legislation on consumers and users. The conditions of this warranty are independent and compatible with the legal rights of the consumer.

## THE ACTIVATION PERIOD

There will be a period of 60 calendar days to activate the warranty extension counting from the day of issuance of the purchase invoice. The service will be performed only if the requirements determined in this document are met. In no case will it apply if the information provided by the consumer is false, incomplete or illegible.

## **ASPECTS COVERED BY THE WARRANTY**

This warranty is provided solely for your supplied Altissima models, provided that they meet the requirements set out below:

1. The products must be registered by the owner of the hob in date and form.
2. The quality of the material is described in the public declarations via technical data sheets, labelling and on the specific characteristics of the products declared in the Altissima products contract.
3. The products supplied will be covered by the warranty only if they have been used for their intended purpose, as indicated in our Altissima installation guides.
4. It will be under warranty as long as the handling instructions (unloading, handling, installation) indicated in our Altissima guides are followed.
5. The action to claim compliance with the provisions of the warranty shall be time-barred three months after the end of the warranty period.
6. This warranty exceeds the one established by the Spanish Law 23/2003 of 10 July 2003, Guarantees in the Sale of Consumer Products.

## **ASPECTS NOT COVERED BY THE WARRANTY**

The Urbatek's 10-year extended warranty covers defects related to the intrinsic quality of the product, the cost of the supplied ceramic product and its transport without including:

1. Improper, inadequate or incorrect installation, as well as non-compliance with the instructions in the Installation, Cleaning and Maintenance Guide.
2. Additional or complementary repairs or modifications such as plumbing, electrical, coatings, veneers and modifications that may be necessary to repair the Altissima product covered by this warranty. These repairs and modifications will be the responsibility of the final consumer.
3. Natural disasters and accidents not related to the product (earthquakes, hurricanes, fire, landslides...).

4. The possible difference between samples or photographs of any product and the actual products purchased.
5. Impacts of objects on the product.
6. Bad faith on the part of the insured or the purchaser of the product.
7. Damage or loss of profit.
8. Products that have been exposed to acids, abnormal use or conditions, or abuse in any way. Abnormal use or conditions includes, but is not limited to, damage from misuse or mistransportation, damage from excessive heat, physical or chemical abuse, damage from improper care and maintenance resulting in chipping, breakage or damage due to customer abuse.
9. The choice of product and finish must be final before closing the purchase, so subsequent decision changes will not be covered by this guarantee.
10. As Altissima products are Natural Stone, they are subject to variation in grain and tone changes including, but not limited to, color, nuances of tones, particular structure, irregularities and discontinuities on the surface that are part of the nature of the stone.
11. This warranty does not cover labor costs for disassembly and assembly of product.
12. Materials such as glues, grout, expansion joints or any other element that is not related to the supplied material including structures or supports of any kind.
13. Urbatek's liability for third party claims shall never exceed the purchase price of the materials supplied.

PORCELANOSA