

SINTERED COMPACT

WARRANTY

X-TONE

# 02

## 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 2-year warranty to consumers who purchase XTONE products 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.

The XTONE series commercialized by Urbatek Ceramics S.A.U. complies with the requirements established by the ISO 13006 standard (ceramic tiles), including the annexes relating to CE marking.

Furthermore, Urbatek ensures the quality of its products included in the XTONE series through a management system certified by the UNE EN ISO 9001 standard. For all these reasons, a 2-year warranty is established for the XTONE series from the delivery of the products.

## ASPECTS COVERED BY THE WARRANTY

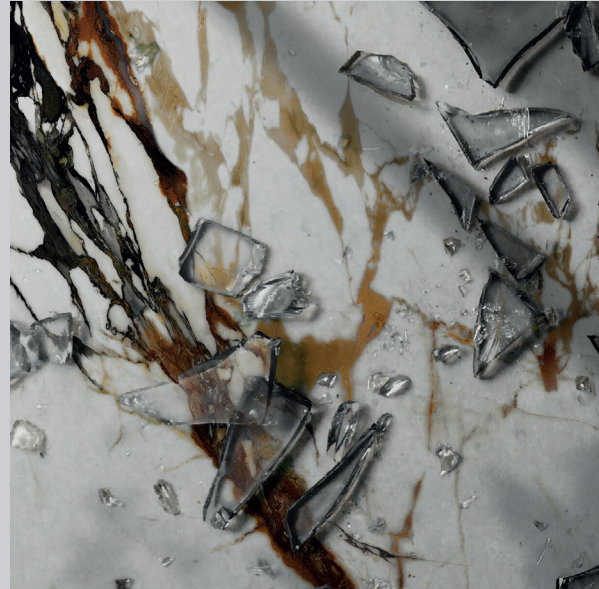
This warranty is provided solely for your supplied XTONE models, provided that they meet the requirements set out below:

1. The products must be registered by the owner 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 XTONE ceramic tiles 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 XTONE installation guides.
4. It will be under warranty as long as the handling instructions (unloading, handling, installation) indicated in our XTONE 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 2-year warranty covers defects related to the intrinsic quality of the product, the cost of the supplied ceramic product and its transport without including:

1. Failures due to the incorrect transformation of the tiles, poor installation of the product or poor workmanship. Wrong or incorrect treatment of construction or expansion joints in the installed area.
2. Poor quality of the support due to a discontinuous surface or a poorly planned installation.
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. This warranty only covers the cost of materials. Any other cost, associated with the replacement of materials, not inherent to the manufacture, including installation, electrical and plumbing work are not covered.
6. Impacts of objects on the product.
7. Bad faith on the part of the insured or the purchaser of the product.
8. Normal deterioration of the product due to use.
9. Damage or loss of profit.
10. Punitive and exemplary damages of any kind.
11. 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.
12. Urbatek's liability for third party claims shall never exceed the purchase price of the materials supplied.

# KITCHEN COUNTERTOPS

## **HOW TO EXTEND THE WARRANTY TO 10 YEARS?**

To activate the 10-year warranty extension for XTONE kitchen countertops, the end consumer must correctly fill in the form available on the website:

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

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 XTONE. 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

## **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.

PORCELANOSA