

QUARTZ BY NINHAM 5 YEAR WARRANTY

Thanks to the trust placed in our products, Quartz by Ninham, a quality leader in the surface segment, provides its consumers with a 5-year guarantee against possible manufacturing defects. Save the receipt because the guarantee of the products is legitimate only with its presentation. Quartz by Ninham warrants the registered owner of the product against manufacturing defects for a period of 5 (five) years from the date of purchase, and in accordance with Quartz by Ninham CARE AND MAINTENANCE. It is the responsibility of the dealer, stonemason, or seller to inspect the product and ensure that it conforms to Quartz by Ninham CARE AND MAINTENANCE prior to handling and installation of the product. The end customer has the responsibility to inspect and approve the installation. The 5-year warranty applies exclusively to Quartz by Ninham surfaces sold by a dealer, stonemason, or vendor who meets the requirements stated at the CARE AND MAINTENANCE section. This manual and Quartz by Ninham CARE AND MAINTENANCE are available at <http://www.granitopr.com>

The warranty does not cover the following defects:

1. Color variations, due to chemical or physical abuse of the product, excessive heat or cold and / or thermal shock. Damage caused by any form of abuse, accidents, or misuse, including but not limited to, scratches, stains, chips, or cracks.
2. Accidents or negligence, including incapacity in relation to the maintenance, service and cleaning of the product according to CARE AND MAINTENANCE.
3. Natural disasters, exterior installations, architectural or engineering design, structural movement or failures, acts of vandalism, or accidents.
4. Defects or damage caused by handling or improper fabrication and installation, including but not limited to, seams, seam performance, and caulking.
5. Exposure to open air and / or adverse weather conditions.
6. Improper storage, regardless of such defects having been caused by the end customer, Distributor, Contractor or Seller.
7. Post-manufacturing alterations.
8. Damage caused to any materials that have been moved, removed or relocated from its original place of installation. Cracks in the countertop after installation: cracks in the final product are not considered defective material.

The main causes of cracks are: movement, direct application of heat on the surface.

9. Issues or occurrences that are inherent characteristics of Quartz By Ninham, regardless of whether viewed as a defect by the purchaser.
10. Any problem derived from exposing the product to intense and uninterrupted use for long periods of time, including, among others, discoloration, loss, and reduction of the aesthetic characteristics of the product.
11. A peeling effect is not considered a manufacturing defect, as well as scratches and / or the impact of objects on the extremities of our product.

The 5-year warranty does not cover any additional or supplementary repairs or modifications that require the repair or replacement of Quartz by Ninham products, such modifications and / or repairs on walls, tiles or similar surfaces, will be the sole responsibility of the end customer. Quartz by Ninham may, at its discretion, refund the purchase price of the materials only in cases where the installed product requires repair and with proof of being a defective product during the 5-year warranty period. In the case of repair, Quartz by Ninham will replace the defective product with a product of similar composition and color, but not necessarily identical. Quartz by Ninham will not be responsible for the labor costs generated in relation to the manipulation, repair, and installation of the product. Any repair or replacement does not extend or renew the 5-year warranty. Except in the cases provided above to the extent permitted by law, Quartz by Ninham does not provide any implicit (unofficial), statutory, or product warranty. Quartz by Ninham does not make any implied warranties of merchantability or fitness for purpose or any implied warranties while trading, use, or business practice.

To the extent permitted by applicable law, Quartz by Ninham sole liability for the effective beneficiary of the 5-year limited warranty is refund, repair, or replacement of the defective product at Quartz by Ninham option. In no event will Quartz by Ninham be liable for indirect, incidental or punitive damages, including without limitation for loss of profit obtained from the purchase, use or performance of the product; non-pecuniary damages, under any form of submission, even if Quartz by Ninham has been informed of the possibility of such damages. Some countries do not allow the exclusion or limitation of incidental or consequential damages, the above limitation or exclusion does not apply. If any provision of this 5-year limited warranty is found to be invalid, the remaining conditions will continue to apply.

The conditions and provisions expressed in the 5-year warranty herein exclude all other express or implied warranties, conditions, or other terms, including without

limitation and any warranty or condition such as quality, appearance for any purpose or care. Within the 5-year warranty period, the owner of the purchase, when reselling the product, may transfer the warranty within the same period of 5 (five) years. The product installation record is filed under the name of the new owner within 60 (sixty) days after the change of ownership.

This guarantee will be valid only when the final consumer, whether legal or natural person, registers within 90 days after purchasing the product. The original invoice must be at hand when registering on the site. Or the receipt of the sale that indicates the date of the sale and the name of the Distributor, Contractor or Seller, placing the defective product available for the need for a visit or withdrawal of the product for analysis. For the warranty to be effective, you must register online at granitopr.com/warranty

On the page mentioned above, the necessary data will be requested to register the point of sale (Distributor, Contractor or Seller). Quartz by Ninham products that are not registered on the site within a period of up to 90 days after purchase will have 1 year upon presentation of the invoice and / or receipt of the purchase.

If you believe that the product has a defect and you want to make a claim, you must do so on the site www.granitopr.com filling in your details:

- a) Customer's name, address, city, postal code, telephone and email;
- b) Name of the Distributor, Contractor or Seller;
- c) Date of purchase or transfer if applicable;
- d) Color, finish and thickness;
- e) Description of the defect for which the claim is being made;
- f) Photos of the defect

If you have any suggestions, compliments or just want to contact Quartz by Ninham, contact the Customer Support Service at www.granitopr.com/contacto

If the Distributor, Contractor or Seller wants the 5-year guarantee, they must register each plate sold with the customer's name in order to validate the guarantee according to the criteria defined in this manual; In the event that the client has a claim, the communication channel will be the Distributor, Contractor or Seller. Quartz by Ninham will replace the material to the person who made the sale according to the criteria defined in this manual.

This warranty does not include the exchange, substitution or replacement of products that are subject to natural wear and tear due to regular use, nor does it include damage due to improper transportation by third parties, falls, misuse and other reasons beyond our control. In no case will Quartz By Ninham be liable for labor to remove and/or reinstall Quartz By Ninham Product, or other similar activities necessary to complete the replacement or removal of the defective material.

Quartz by Ninham surfaces are reliable and suitable for kitchen counter tops, bathrooms, and other decorative utilities. Produced with natural quartz and polyester resin, these surfaces are not porous and are harder than natural granite, highly resistant to stains, cracks and easy to clean. For Quartz by Ninham surfaces we recommend a monthly polish as part of the maintenance treatment.

For day-to-day cleaning, use lukewarm water and a damp cloth with a small amount of neutral detergent without abrasives or chlorine. Quartz is one of the hardest materials in stone industry. Quartz by Ninham surfaces are not easily scratched. However, excessive pressure can reduce the brightness. It is advisable to use a board for cutting food.

A sudden change in temperature on the quartz surface can damage it. Therefore, it is recommended not to place hot objects on the surface. Use a protection. Direct exposure to sunlight (UV rays) may result in slight discoloration of the Quartz by Ninham surface. Do not use water repellants, sealants, polishes or similar products; Do not polish the surface again; Do not place heavy objects on the surface; Do not use objects that can scratch the surface, use a sponge for cleaning. Examples of products that should not be used, as they can cause permanent damage to the surface: strippers, cleaning products for ovens, ballpoint ink, stamp ink, cleaning products with methylene chloride or dichloromethane: acids to clean sewers, acetone, ink remover, high alkaline chemicals, and car battery fluid. Before handling / cutting the protective film, it must be removed. Note: The use of these products may lead to the loss of the product warranty.