



PRODUCT WARRANTY

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS SPECIFICALLY STATED HEREIN.

Incepa Revestimentos Cerâmicos Ltda warrants to the buyer for the period set forth below ("The Warranty Period") that our products are manufactured to meet the performance specifications as stated in our Technical Information sheet, and that our products will be free from design failures and defects in workmanship under normal use and service during The Warranty Period.

Residential Quality Warranty

Incepa Revestimentos Cerâmicos Ltda will replace any 1st quality product purchased Incepa Revestimentos Cerâmicos Ltda for use in an indoor residential location that fails to meet the Specifications. The Warranty Period covers a period not exceeding 5 years for covered 1st quality product defects.

This warranty does not include removal and/or installation of the product and/or installation of the replacement product.

Use of muriatic acid (hydrochloric or hydrofluoric acid) on the tile will void this warranty.

Commercial Warranty

Because specific installation details, structural design and environmental conditions are beyond the control of Incepa Revestimentos Cerâmicos Ltda we cannot warranty products commercially if used in an installation that doesn't support each products technical specifications. Incepa Revestimentos Cerâmicos Ltda will replace any defective products FOB Incepa Revestimentos Cerâmicos Ltda's designated distribution center, as long as Incepa Revestimentos Cerâmicos Ltda is notified in writing of such defect within one year of installation or within 18 months of shipment of product, whichever comes first.

This warranty does not include removal and/or installation of the product and/or replacement product.

Use of muriatic acid (hydrochloric or hydrofluoric acid)) on the tile will void this warranty.

DISCLAIMER

These warranties are provided to the original end-use only and are non-transferable. In the event the product being replaced is unavailable Incepa Revestimentos Cerâmicos Ltda shall have the right to replace the product with product of a similar type, quality as cost as the product being replaced.

The warranties and remedies set forth herein are limited and shall not apply to damage, deterioration or failure of the product resulting from improper storage, installation, use or maintenance, damage caused by intentional abuse, normal wear and tear, differences in color between the product delivered and any sample or photograph or shade variations.

INCEPA REVESTIMENTO CERÂMICOS SHALL IN NO EVENT HAVE ANY OBLIGATIONS OR LIABILITIES TO BUYER OR ANY OTHER PERSON FOR LOSS OF PROFITS, LOSS OF USE OR COLLATERAL, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER THEORY OR FORM OF ACTION, ARISING OUT OF THE SALE, DELIVERY, USE, REPAIR OR PERFORMANCE OF THE PRODUCT, OR ANY FAILURE OR DELAY IN CONNECTION WITH ANY OF THE FOREGOING. IN NO EVENT SHALL THE LIABILITY OF INCEPA REVESTIMENTO CERÂMICOS ARISING OUT OF OR IN CONNECTION WITH THE SALE OF THE PRODUCT EXCEED THE ACTUAL AMOUNT PAID BY BUYER FOR THE PRODUCT.

THE WARRANTIES SET FORTH IN THIS DOCUMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY. NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

Please retain the sales receipt for the products. Incepa Revestimentos Cerâmicos Ltda will require that you present the receipt in the event of a claim in order to allow Incepa Revestimentos Cerâmicos Ltda to verify the date and proof of purchase.

Routine Maintenance

Regular cleaning is the easiest way to keep your ceramic or porcelain tile floor looking new and beautiful. Use clean, hot water combined with a household cleaner for more aggressive cleaning, (do not use products containing ammonia, bleach, hydrofluoric acid, or muriatic acid) and follow these five important steps:

1. Remove dirt and soil with a broom, non-oily dust mop, or vacuum thoroughly.
2. Saturate the floor with water combined with a small amount of cleaning solution.
3. Let the solution sit on the floor for 5-10 minutes so the cleaner does most of the work. Clean small areas at a time as you don't want the cleaner to dry.
4. Mop up the water. Stubborn dirt and stains may be scrubbed with a nylon pad or bristle brush if necessary. Do not use harsh cleaning agents (such as steel wool pads) which can scratch or damage the surface of your tile. Be sure to test any scouring pad in a small area first before using.
5. Rinse thoroughly with clean water until all dirty wash water is removed.

Rising is critical: dry detergent residue forms a coating that is difficult to remove and entraps dirt. Remember, prompt clean-up of spills and regular cleaning will keep your tile surfaces looking their best.

For more informations, see the **ORIENTATION FOR CLEANING GLAZED FLOOR, WALL AND PORCELAIN TILES**

Product Quality Claim Procedure

The goal of our product team at Incepa Revestimentos Cerâmicos Ltda is to provide you with outstanding quality products that will be highly competitive in your market. Should you have a complaint about an Incepa Revestimentos Cerâmicos Ltda product, please use this procedure when filing a claim with Incepa Revestimentos Cerâmicos Ltda. Full claim details and product warranty are covered in the Product Warranty, Technical Information sheet, and the Product Quality Claim form. Please note that Incepa Revestimentos Cerâmicos Ltda's Warranty does NOT include removal and/or installation of the product and/or installation of replacement product. The Incepa Revestimentos Cerâmicos Ltda Warranty only covers the cost of the material if the claim is accepted. It is the responsibility of the product end-user and tile installer to inspect all materials prior to installation. Use constitutes acceptance. Once you have determined that you may have a claim under this warranty, you must comply with

following procedure. Failure to follow this procedure will void your claim. Warrant claim procedure:

1. Contact your Sales Representative
2. Fill out the Product Quality Claim form in full
3. Secure and provide at least two samples of the product
4. Provide the carton label showing shade, caliber, and run date
5. Include any photographs or additional documentation of your warranty claim
6. Mail the above form, material, and documents to:

Department of Technical Assistance

Incepa Revestimentos Cerâmicos Ltda.

Av. Padre Natal Pigato, nº 974, Campo Largo – PR – Brazil

CEP 83607-240

Tel. + 55 41 3391-1003

E-mail: assistencia.incepa@incepa.com.br

Full claim details and product warranty are covered in the Product Warranty, Performance Data Sheet, and Customer Order Guide. Please note that Incepa Revestimentos Cerâmicos Ltda's Warranty does NOT include removal and/or installation of the product and/or installation of replacement product. The Incepa Revestimentos Cerâmicos Ltda only covers the cost of the material if the claim is accepted. It is the responsibility of the product end-user and tile installer to inspect all materials prior to installation. Use constitutes acceptance. Once you have determined that you may have a claim under this warranty, you must comply with the aforementioned procedure. Failure to follow this procedure will void your claim.

*Please see the Incepa Revestimentos Cerâmicos Ltda Product Warranty for full details on coverage and liability. The liability of Incepa Revestimentos Cerâmicos Ltda is limited, as stated herein, and shall not apply to damage, deterioration or failure of the product resulting from improper storage, installation, use or maintenance, damage caused by intentional abuse, abnormal wear and tear, differences in color between the

product delivered and any sample or photograph or shade variations. If your claim is accepted, Incepa Revestimentos Cerâmicos Ltda is only liable for the replacement of Incepa Revestimentos Cerâmicos Ltda product at the cost the original product was sold to you. Incepa Revestimentos Cerâmicos Ltda will not pay installation, labor, or any other charges.

Regards,

Department of Technical Assistance

Incepa Revestimentos Cerâmicos Ltda.