

PORVEN LTD. TILE/KITCHEN/BATH/HARDWOOD

A Delaware Corporation

PORVEN, Ltd. (the Seller) is a company with extensive experience in the sector. However, should any problem occur during the guarantee period, please read this warranty carefully and contact the establishment where you purchased the product supplied by us.

Any claims or notifications of possible defects must be made to the establishment where the product was purchased or sent to the following address <https://www.porcelanosa-usa.com/customer-service/contact-us/> within one week of their appearance, by presenting the guarantee and the bill of sale.

PORVEN, Ltd. offers the following limited warranty coverage for the original buyer and warrants that delivered products pass strict technical and quality controls, so they will be delivered free of handling defects. This warranty does not cover manufacturing defects of the material, which will be covered by the manufacturer, but only refers to manufacturing defects due to the handling and transformation of the material.

PORVEN, Ltd. offers, notwithstanding the warranty of the material itself, a one-year limited guarantee for the transformation and installation of the material. This guarantee is applicable from the date when the product was installed for the first time. If the installation date cannot be proven, this guarantee is applicable from the invoice date.

This limited guarantee consists of the free repair or replacement, at the Seller's option, of the goods that have been defective due to the handling and transformation of the material, depending on the amount of time that has passed since the date of purchase or installation. Replacement or repair work under guarantee must be approved by the Seller in writing, and will be carried out when verified by the Seller after inspection.

In the event that the goods need to be examined, replaced or repaired at Seller's facilities, they must be returned to Seller by Buyer within the warranty period, transportation charges prepaid. If, after due inspection, it is determined that the products examined are not defective or are not covered by the guarantee in accordance with the conditions of the same, the service provided by the Seller and the expenses incurred, will be charged to the Buyer.

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**600 Route 17 North - Ramsey, NJ 07446 - USA
Phone: (201) 995-1310 Fax: (866) 841-5185 600**

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The Seller's liability shall be limited to the repair or replacement of the goods to the following conditions;

- Under no circumstances shall the guarantee be extended to cover any direct or indirect damage caused to persons or objects that cannot be attributed to the Seller.
- Subsequent modifications without the authorization of the Seller are not covered by the guarantee.
- The guarantee does not include failures caused by negligence, damage or improper use or handling of the product by the Buyer, such as knocks or impacts on the product that have not been reported immediately after installation, unless they are caused by the Buyer.
- The guarantee covers only and exclusively defects resulting from the handling and transformation of the material carried out by PORVEN, Ltd. In no case are manufacturing defects of the material covered, which are covered by the manufacturer's guarantee.

Notwithstanding anything herein to the contrary PORVEN, Ltd. shall not be obligated to pay any installation, fabrication, or other fees, cost or expense or for any loss or damage of any kind, whether arising from delay, breach of warranty, or any other cause whatsoever.

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