

TOTAL WARRANTY FLOOR AND WALL COATINGS CERÁMICA ITALIA SA

The WARRANTY CERÁMICA ITALIA SA ® is the reflection of commitment that the company has with you by having chosen our products as a natural consequence by being the manufacturer or exclusive producer thereof. It represents that in addition to the highest technology applied in our productive processes, you will have the tools in our organization to obtain an agile response and effective if your product has a defect in the manufacturing.

The Total warranty Certificate is the group's response CERÁMICA ITALIA SA ® business to total satisfaction of customers with our products. 1. COVERAGE OF THE WARRANTY The GARANTIA CERÁMICA ITALIA SA ® of the product covers all floors and walls first quality. It covers quality-related manufacturing defects intrinsic, suitability and safety of the product, that is to say that satisfactorily fulfills its natural function for the which was designed and acquired, in accordance with the standards applicable techniques, in strict compliance with the standards relating to consumer protection and the minimum guarantee presumed. This coverage will be applicable as long as have complied with the instructions for installation, use and manufacturer recommended maintenance included on the product packaging and / or delivered at the time of the purchase.

2. OBLIGATION OF CERÁMICA ITALIA SA ® CERÁMICA ITALIA SA ® guarantees that the products listed in the respective purchase invoice are free manufacturing defects and performance meets Colombian quality standards. If a manufacturing defect or poor product performance, such defects or shortcomings duly accredited in the conditions indicated above, will be corrected by account and CERÁMICA ITALIA SA ® risk replacing only the defective part or part, for the purpose of adjust the product to its presentation state and operation according to your specifications natural techniques and what is offered by CERÁMICA ITALIA SA ® This warranty does not cover the value of the materials used in the installation, nor the value of the labor.

3. WARRANTY TIME

The term of the CERÁMICA brand guarantee ITALIA SA ® in floor coverings and walls will be ten years for products of first quality, counted from the date of the invoice and / or proof of purchase.

4. CONDITIONS TO MAKE EFFECTIVE THE GUARANTEE For the purpose of validating your warranty We ask you to take into account the following appreciations: • Verify at the time of purchase, that the product was delivered complete and in good condition, no damage such as breakage, bumps, deterioration. Once the product is removed from the point of sale or received in the place where agreed, it shall be understood that the product was received to satisfaction. • Keep your invoice or proof of purchase, the label or side labeling of the boxes of packaging where the name, batch, PEI, manufacturing size, gauge and quality. • Claims regarding appearance, shape and color must be prior to installation. Some variations in shades and sizes (dimensions) are normal in the process ceramic as stipulated by the standards international and therefore not casual Of claim.

5. EXCLUSION The WARRANTY CERÁMICA ITALIA SA ® covers quality-related defects intrinsic to the product, and has no coverage in the following cases, therefore the expenses and costs derived from them will not be assumed by CERÁMICA ITALIA SA ®, still when they happen during the time of warranty:

1. use of the product without following the general recommendations, installation, use and maintenance • Neglect of any of the manufacturer's installation instructions, included in the package (each of the boxes) of the product and / or delivered to the time of purchase. • Deficiency in the support on which install the product, either by tuning, structural or settlement. • Incorrect location and treatment of construction, expansion or dilation joints in the installed area or omission of the same. • Install the product in areas where handle abrasive materials or other elements that can scratch and / or deteriorate the product.

• Defective quality due to laying floors in areas other than traffic classifications specified for it on the packaging of the Product and / or delivered at the time of purchase.

• Problems of scratching the product after installation and those caused by routine use they are not considered intrinsic quality problems, for this reason they are not covered by the present warranty.

• The normal wear of the product due to use and / or passage of time are not considered problems of intrinsic quality, for this reason they are not covered by this warranty.

• Detachment of the enameled surface by bumps or impacts* cleaning products with tools abrasive.

• Application of cleaning products other than recommended or whose abrasiveness is greater than the one specified on the packaging.

• Application of products such as acids, chemicals, abrasives, solvents.

• Use of grooming tools other than those recommended.

2. Facts not attributable to CERÁMICA ITALIA SA ®: • Damage to the product during the transportation or installation of the same. • Claims relating to obvious or obvious defect on the appearance, shape and color of the product after to be installed. • Structural failures of the surface where install the product. • Impacts with falling objects on the surface glazed ceramic. • Fault of the consumer and / or third parties in the installation, use and maintenance of the product, recommended by the company. • Facts of nature (earthquakes, landslides, floods, etc.) • Accidents not related to the product (fires, floods due to facilities hydraulic, etc.)

6. OTHER EXCLUSIONS The GARANTIA CERÁMICA ITALIA SA ®

Does not cover the value of other materials used in the installation, commercial legal interest on the value paid for the products, the value of the possible damages that the case that is the subject of the claim or the repair process may cause the commercial, industrial, professional activities or housing of the user, inasmuch as it is an intrinsic guarantee of quality, suitability and product safety. It will not be answered or will have obligations for eventual damages to people or things, payment or replacement of the product in those cases in which the failure is caused or has origin in deterioration due to inadequate transport and storage from you exit from the point of sale. The responsibility that binds CERÁMICA ITALIA SA ® with each of its Strategic Allies is of the nature contractual based on the act of execution that gave rise to it, while with any third party that comes to claim it will be non-contractual in nature, arisen exclusively for being the manufacturer or producer of the good in question, without damage, further, from the contractual responsibility that will come to exist between that third party and the ALLY STRATEGIC of who acquired the product. Any claim, complaint, lawsuit filed with respect to products by third parties, it will be attended, covered and remedied by the STRATEGIC ALLY, without perjury of the responsibility that internally between parties (STRATEGIC ALLY AND CERÁMICA ITALIA SA ®) may be derived.

The guarantee for quality products Grade B and third quality does not apply in the following cases: Size variation, pitch variation, warping and flaws superficial.

7. HOW TO MAKE THE WARRANTY

To make the Warranty effective Communicate within the terms of the guarantee with the SATISFACTION AND CUSTOMER HAPPINESS: 01-8000-111568 during office hours ready for East purpose. (Monday-Friday 8:00 am - 12:00 m / 2:00pm - 6:00 pm) or enter www.ceramicaitalia.com in the link contact us or through the whatsapp of this same page at the indicated time previously. At the time of the visit of inspection must show the invoice or original purchase or proof of purchase that allows us to identify and / or verify the date of purchase of the product, one of the labels or labeling found attached to the packaging where the name, batch, PEI, manufacturing size, caliber and quality of the product

GENERAL INFORMATION

1. The boxes are the proofs of purchase, if you are not satisfied with the product keep them to present for any claim.
2. Make sure that purchased boxes are marked with the same number of batch and size, name of the product, PEI traffic and quality condition.
3. If in any case when you buy, you accepted a product in two or more lots, it is recommended to classify each lot by installation area (Example: one lot in rooms, another lot in the kitchen and so on in each area).
4. It is recommended to purchase an additional 10% product on the same lot and size, for future repairs.
5. It is recommended the use of proper tools in the installation as the notched trowel, spacers, hammer and lever rubber, among others.
6. Ceramic products have natural-looking, the variation of shades and sizes is inherent to the manufacturing.
7. If you find any difference in tones, sizes, warpage or surface defects or another problem, stop the installation and immediately inform your supplier for the respective review and advice. Remember after product installed, no claims will be accepted
8. To obtain a more pleasant ambience, it is recommended to mix tiles from different boxes. (Remember they must be from the same batch and size.)
9. If you are installing the product on a modular pattern, the intersection should not exceed 25% of the dimension of the tile.
10. The sales consultant must inform if the product purchased is Differentiated Faces. This attribute of the ceramic tile, makes the products unique, since the section of the graph taken for each face has changes in its design and color.
11. The product must be stored according to the storage card of Cerámica Italia S.A., request it from your provider or consult it at www.ceramicaitalia.com.
12. Make sure that the product purchased is appropriate according to the use (see traffic table).

INSTALLATION RECOMMENDATIONS

1. For a correct installation please note:
 - Check that the surface on which you will install the product is free of dust, grease, cracks or fissures.
 - Do not install ceramic tile on ceramic tile.
 - Avoid unevenness and cracks in the product ensuring the stability and leveling of the surface.
 - On Floors remember that the slope should be directed to the point of drainage.
 - Review starts, completion of work and product design to install it properly.
 - It is recommended first the installation of walls and subsequently, the installation of floors.
 - Do not moisten the tiles for installation.
 - Make sure there is good lighting in the areas to be installed.
2. It is recommended to make a comparative panel of the acquired ceramic tiles (at least one box), to rule out variation of tone and size.
3. Allowing for expansion and contraction in every tile installation. In small rooms, a gap at the perimeter of the room (often hidden by baseboard or shoe molding) is sufficient. For larger areas, the movement joints will be visible.
Check the brackets or the perimeter of the installation guide
Use plastic crossheads or spacers to obtain the proper joint widths. For the 7.9"x11.8", 9.8"x13.7" and 12.4"x12.4" formats, minimum 0.12" crossheads are recommended; For the 11"x17.7", 8.7"x35", 9.8"x29.5", 17.7"x17.7" and 11.8"x23.6" formats, minimum 0.16" crossheads are recommended and for the 17.7"x35.5", 23.6"x23.6" and 21.7"x21.7" formats, minimum 0.2" crossheads are recommended.
4. It is recommended the use of adhesives (paste) and industrialized material for grouting (nozzles).
5. The use of Italpego and Italboquilla is recommended, follow the recommendations for its use
6. Distribute the placement adhesive on the surface in the form of ridges with the notched trowel.

7. Obtain greater adhesion by adding a uniform layer of adhesive to the back of the tile.
8. Seat the pieces on the glue by pressing gently with a rubber hammer.
9. Remove excess industrialized glue with a damp sponge.
10. Allow the product to cure for at least 24 hours and proceed with the application of grout material.
11. Remove the leftovers from the industrialized grouting material (nozzle) with a damp sponge.
12. After the floors and walls have been melted, let them dry or set for at least seven days, also take it into account for paint and paste.
13. In a construction or remodeling project, it is recommended that ceramics be the last finished product to be installed.

RECOMMENDATIONS AFTER THE INSTALLATION

1. Avoid the use of the product (such as walking or put objects on it) over the next 24 hours to the installation.
2. Once installed the ceramic tiles, cover the product, protecting it until the end of the work.

MAINTENANCE RECOMMENDATIONS

1. Periodically clean the product with water, neutral detergent and wet mop.
2. Do not use acids, corrosives, chemicals, abrasives or metallic elements to clean or dismantle the product.
3. The joints should be cleaned with plastic bristle matches, water and neutral detergent. After installing the ceramic product, use mat traps dirt in the inputs and outputs of the places that have direct contact with outdoor patios, terraces and streets.
4. At fixed points as dishwasher and sink, it is recommended to use protection or mat on the floor for avoid damages.
5. Remember that the ceramic tiles are cares; avoid abrasive objects or elements to slide in the product, in the same way to avoid impact with falling objects on the ceramic enamel surface.
6. Not recommended the use of waxes, glazed products finish does not require it.

10 YEARS

**TOTAL GUARANTEE
IN CERAMIC TILES**



PEI		TRAFICC		DESCRIPTION		USE	
1	Very Light						Walls of bathrooms and kitchens.
2	Light						Walls of bathrooms and kitchens.
3	Moderate Residential			Glazed ceramic tiles, to install in areas without contact with the outside, they resist small amounts of dirt and may be popular with soft shoes or normal and they must be protected during the installation and use of abrasive materials, such as sand, Earth and construction materials. The drag should be avoided or sliding of furniture or objects that can scratch the enamel surface.			All internal areas of the House, bathrooms, indoor lounges and rooms, with except for stairs, kitchen, corridors and areas with direct access to the outside (Street, backyard or terraces)
4	General Residential			Glazed ceramic tiles, to install in all areas of housing and internal areas of commercial premises not exposed to the outside, that resist something of dirt which can scratch and keep busy with regular traffic.			General Residential: All areas of the house including kitchens, corridors, balconies, stairs and areas with direct access to the outside (street, Backyards, and / or terraces).
5	Moderate Commercial						Moderate Commercial: Interiors of commercial premises, without direct access on the outside (street, backyards / or terraces), private Offices, hotel rooms, hospital rooms, doctor's offices, with exception of commercial establishments of intense traffic like supermarkets and restaurants, banks, shopping malls halls, corridors of hospitals, airports and malls.
6	High Commercial			Glazed ceramic tiles, to install in all areas of housing and internal areas of commercial premises not exposed to the outside, that resist something of dirt which can scratch and a severe foot traffic for long periods are subject.			Backyards and residential Exteriors. Commercial premises with direct access on the outside, Offices, banks, educational, religious institutions, of health, hotel, social and hospitable.
This classification is valid for given in normal applications. The type of footwear, the type of traffic and expected cleaning methods and floors they must be adequately protected against scratching produced by the dirt at the entrances of buildings (Colombian Technical Standard NTC 919) Following the recommended maintenance instructions.							