

GENERAL WARRANTY ON CERAMIC PRODUCTS

You are not only getting the most modern technology in ceramic production when you purchase a **PORTOBELLO** product, but also the most complete technical support service on the market. **PORTOBELLO** guarantees all of its products to comply with the stated requirements in the ISO and ABNT Standards and those published in its Technical Catalogs.

When the **PORTOBELLO** products are received, certify they adhere to the declared characteristics. Defective products will be repaired or replaced after verification is performed by our technical department. In case of any doubts or questions, get in touch with us to request clarifications. **Products with an apparent defect lose their warranty if they are installed or utilized.**

You are granted 90 days to submit your request to the Technical Support department, counted from the product receipt date. **Remember the Invoice validates your warranty.**

This warranty does not include the exchange, substitution, or replacement of products subjected to normal wear from routine utilization. It also does not include coverage of damages resulting from inappropriate transportation by third-parties, falls, mistreatment, and other reasons beyond our control.

PORTOBELLO is exempt from the performance warranty in the entire floor and wall system, since specific variables in situations of usage, application details, behavior in the application of bases (structure, brickwork, plaster, mortar substrate, and others) are not the responsibility and controlled by Portobello. However, in case of a manufacturing defect of the product, after being applied is characterized as a hidden defect, then **PORTOBELLO** is committed to solve the problems by evaluating the cause. In these cases, the warranty is valid if the products have been correctly applied (abiding by the company instructions and *applicable* technical standards) and when the defect is proven by our technicians.

The total warranty period as described above for hidden defects is for five years beginning on the date of the signature on the Invoice stub.

This total warranty period is understood as the sum of the legal warranty periods as stated in the Consumer Defense Code and includes the Portobello voluntary contractual warranty, totaling five years.

However, once a problem is detected, you must inform it within a 90-day maximum period.

This warranty applies only to Extra Quality products, identified on the packaging and it does not cover compensations for other damages of any kind. In case of shortages of any given product, due to limited stock or changes in product portfolio, replacement will be done by supplying another product with similar characteristics and properties.

For other clarifications and queries on specific needs, get in touch with us at our customer service by calling +55 48 3279 2340.

It is a pleasure to serve you.

IMPORTANT DEFINITIONS

Warranty Period - the **PORTOBELLO** warranty period corresponds to the purchase date of the product(s) regarding its actual performance as declared in the quality standards ABNT NBR 13.816, ABNT NBR 13.817, ABNT NBR 13.818 or ABNT NBR 15.463 considering the sum of the legal warranty periods including the contractual warranty period.

Apparent Defects – They are those defects or problems visually detectable when the product(s) is/are delivered.

Hidden Defects – They are those defects or problems which are not detectable when the product(s) is/are delivered and they arise during routine utilization.

Consumer Code (CDC) – This refers to law # 8.078/90 that instituted the Consumer Protection and Defense Code, improved definitions of the rights and obligations of consumers and suppliers.