

PRODUCT WARRANTY TERM

All Cedasa Group products are produced in compliance with the ABNT NBR – ISO 13006 technical standard. In this way, the Cedasa Group guarantees its A-classification products under the terms of the Consumer Protection Code (Law No. 8,078/1990) against possible defects manufacturing process, as long as technical standards, manufacturer's guidelines and other current standards on the correct installation, storage and specification of ceramic tiles for coverings are met and complied with.

1- Correct specification

The correct specification gives the chosen products the technical characteristics necessary for the environment for which they are intended. These characteristics are required by technical standards and determined by the manufacturer through **the Location of Use** classification printed on the packaging.

The place of use aims to guarantee the good performance of the product in relation to the needs of the environment where it was applied (slip resistance, wear resistance, easy maintenance, etc.). Further information to assist with specification can be found at points of sale, on product packaging, on the Cedasa Group websites (**on the Information > Technical specifications page**) and in current technical standards:

- ABNT NBR – ISO 13006 Ceramic Plates: Definitions, Classification, Characteristics and Marking
- ABNT NBR 15575-3 Residential Buildings – Performance Part 3: **“Performance Standard”**

2- Correct Installation

Correct installation must follow the technical guidelines provided by the Cedasa Group on the product packaging, on the websites and in the current technical installation standards:

- ABNT NBR 13754 “Coating of internal walls with ceramic tiles and using adhesive mortar – Procedure”
- ABNT NBR 13753 “Internal or external floor covering with ceramic tiles and using adhesive mortar – Procedure”
- ABNT NBR 15575-3 “Housing buildings - Performance - Part 3 - Requirements for flooring systems”
- ABNT NBR 15825 “Qualification of people for civil construction - Professional profile of ceramic tile installer and grouter”
- ABNT NBR 9050 “Accessibility to buildings, furniture, spaces and urban equipment”

WARRANTY EXCLUDES

The warranty for products manufactured by Grupo Cedasa does **not cover**:

1. Damage caused by non-compliance with technical standards, manufacturer's guidelines and other current standards on the correct installation, storage and specification of ceramic products;
2. Damage caused by improper transportation or handling of ceramic products, such as chipping and breakage, since, by their intrinsic nature, ceramic materials have low impact resistance, being sensitive to these attacks;

3. Damage caused by construction residues, such as sand and mortar residues, which can result in scratches on the surface of ceramic products, especially glossy products;
4. Damage caused by the use of inappropriate cleaning products, such as products with high acidity or alkalinity, which can result in stains and damage to the surface of ceramic products;
5. Damage caused by inadequate cleaning of the installation site, which can result in grout and mortar impregnations on ceramic products, especially rustic products;
6. Damage caused by inadequate protection of ceramic products against scratches and impacts before, during and after execution of the work, including final cleaning;
7. Damage caused by accidents, such as breakage, or by agents of nature, such as lightning, floods, salt spray, snow, frost and freezing.

Furthermore, we inform you that:

- Products manufactured by Grupo Cedasa are **not slip-resistant**, therefore they are not guaranteed against slipping. For this reason, ceramic tiles **cannot be** installed on slopes, slopes, external sidewalks (public sidewalks) and around swimming pools;

- Except for the **Premium** line and **Waterproof** line products, products manufactured by the Cedasa Group do not have a guarantee against infiltration stains caused by inadequate waterproofing of the construction system or by moisture trapped in the base of the ceramic piece due to failure to comply with the mortar curing time.

ATTENTION

If the ceramic product presents possible manufacturing defects, immediately **inform Cedasa Group Technical Assistance by telephone (19) 3545-8737 or by email at export@cedasa.com.br**.

The product warranty must be requested by displaying the purchase invoice for the product and packaging identifying its name and classification.