Manufacturer’s Warranty

The Manufacturer declares that the unglazed tiles are meeting the technical specifications and requirements of EN 14411 (ISO 13006) ANNEX G (only applies to first choice).

No claims shall be accepted after the products have already been installed.

Every installation of the material, be it total or partial constitutes an unconditional acceptance of the good as corresponding to what was agreed in the order confirmation.

Once the ceramic tiles have been installed, the Manufacturer will not be liable for the quality of the tiled surface but only for the quality characteristics of the supplied material.

It is understood that the Manufacturer will not be liable for any events, damages and/or faults on the surface caused by incorrect installation, neglectful cleaning and maintenance and/or inadequate selection of the installed materials with respect to the destination of use.

There is no further warranty other than that which is derived from description of the goods as indicated in the order confirmation, catalogues and company’s literature.

Furthermore, no implicit warranty is offered for a particular use of the product.

The Purchaser agrees that the goods are sold as “seen and accepted”.

Upon receiving the goods, the Purchaser understands to carefully check them by opening the boxes.

In the event that the Purchaser identifies damages covered by our warranty, he/she shall communicate this claim by registered letter within 8 days from receiving of the goods.

After this time has expired, the Purchaser shall not have any warranty rights for any identified damage.

Shall the Purchaser exercise his/her right to claim, he/she shall make the whole supply available to the Seller.

Shall the Purchaser make available only part of the supply, the warranty shall be invalidated.