

10-YEAR RESIDENTIAL LIMITED WARRANTY

When you purchase LUTUM PORCELAIN surfaces, you purchase a team of support.

WHAT IS COVERED BY THE LUTUM 10-YEAR RESIDENTIAL LIMITED WARRANTY?

This warranty provides protection for the end-user customer in the event of hidden defects emerging during the 10 years after the activation of the warranty.

The warranty is only valid for LUTUM slabs installed for domestic or residential use exclusively in applications or finishes such as kitchen countertops, backsplashes, washbasins, and vanity units. No free-standing furniture, flooring or outdoor applications apply.

Any design installations that include square-cut corners or manipulation of the stone are not covered by warranty.

PRECAUTIONS FOR USE IN DOMESTIC AND RESIDENTIAL SETTINGS:

To prevent scratching and chipping and to avoid damage due to the use of aggressive home cleaning products, abrasive or steel wire sponges must not be used; neither should caustic soda, abrasive detergents, or products with a particularly high or low pH.

In addition, it is advisable to use cloths, napkins, or pot stands when placing glass, hot pots, or other kitchen utensils on the product.

It is important to avoid cutting foods directly on the surface and moving pots, kitchen utensils, or home appliances without any kind of protection for the surface.

We also recommend not leaving aggressive or coloured substances on the surface for prolonged periods of time, especially if the surface is polished, because this could have an impact on its appearance.

HOW TO ACTIVATE YOUR WARRANTY:

To activate the warranty, the owner of the LUTUM installation must fill out the online form available at www.lutum.co.za within 30 days from the date of purchase, indicating the following essential information: Full Name, Contact Number, Address where LUTUM is installed, Type of Installation, Fabricator who undertook the installation, Colour and gauge of the installed surface, Date of Installation, Serial or batch number of the installed surface (This should be obtained from the fabricator who does the installation.)

When the activation procedure has been completed, the user will receive a confirmation email, which they must keep for the duration of the warranty.

With the activation of the warranty, the user undertakes to observe, for the use and maintenance of the product purchased, the precautions for use and the instructions for cleaning and maintenance after installation.

CLAIMS MANAGEMENT PROCEDURE:

Should the user find a fault in the product purchased that can be attributable to the manufacturing of the slab, they must report it to the fabricator from whom the slab was purchased, who will carry out an inspection to verify the existence of the damage. The fabricator will report the matter to the LUTUM Technical Manager at International Slab Sales (Pty) Ltd.

The user or homeowner must give the technicians appointed by International Slab Sales (Pty) Ltd. the opportunity and the time required to inspect the product purchased and allow them to carry out an assessment and respond to the complaint.

All decisions regarding the presence of hidden defects in the slabs used to manufacture the product purchased shall be taken by International Slab Sales (Pty) Ltd. These decisions will be definitive and binding.

If it emerges that the LUTUM slab that has been properly installed in the home of the owner contains hidden defects, LUTUM may, at its discretion, choose whether to repair or replace the slab in question.

If it is not possible to repair the surface with the defect, the LUTUM warranty shall be limited to the sole replacement of the faulty slab with another with the same characteristics (colour, thickness, finish, etc.). If the product is no longer in production, the faulty product will be replaced with a LUTUM product with similar characteristics.

When choosing a colour or finish, it is important to realise that the samples only offer a general indication of the design, pattern, style, colour, and finish. It cannot be guaranteed that the samples will be an exact replica of the LUTUM slab, and they may differ slightly from the product effectively installed.

The option to replace the faulty slabs shall be exercised at the exclusive discretion of International Slab Sales (Pty) Ltd.

EXCLUSIONS FROM THE LUTUM 10-YEAR RESIDENTIAL LIMITED WARRANTY FOR THE SLABS USED FOR THE MANUFACTURE OF THE PRODUCT PURCHASED (KITCHEN COUNTERTOPS, BACKSPLASHES, AND WASHBASIN VANITY UNIT) FOR DOMESTIC OR RESIDENTIAL USE:

The following are specifically excluded from the warranty:

1. Damage caused by abuse or misuse of the products purchased, including, but not limited to, damage caused by incorrect use or accidents following exposure of the product to abnormal physical conditions (for example, forceful impact), aggressive chemical agents, substances particularly liable to stain (for example, ink and marker pens), corrosion, structural movements, natural disasters or extreme, environmental conditions. Remember that hydrofluoric acid causes immediate, irreversible damage.
2. Any type of damage caused directly or indirectly by actions, interventions, or works carried out by third parties, including, but not limited to, problems caused by incorrect engineering of the product, inadequate installation or handling

methods of the original product, cracks on the surface of the product purchased that appear after installation, etc.

3. Products that have been moved from the place where they were originally installed.
4. The reactions and appearance of the joints, adhesives, putty, and/or all other accessories.
5. Damage caused by electric appliances installed, used, or not properly maintained.
6. Imperfections, which are caused by natural wear and tear from everyday use, such as stains, scratches, water marks, or burns.
7. Opinions based on the customer's personal preference and which prompt them to change their mind on the colour, general appearance, or other opinion on style following the manufacture or installation of the product.
8. Use of the LUTUM slabs for commercial applications, including, but not limited to, installation in shops, offices, and other kinds of commercial premises, such as residential rental properties.
9. Products purchased whose surface finish applied in the factory has been altered in any way.
10. Defects were already visible at the time of engineering or installation of the products made using LUTUM slabs.
11. Costs for transport, processing, assembling, and/or dismantling for the repair or re-installation of the product purchased.
12. Additional repairs or modifications are necessary for re-installation (plumbing or electrical systems, restructuring work, etc.).
13. Repairs carried out without prior verification by International Slab Sales (Pty) Ltd.
14. Stains caused by direct contact with aggressive chemical solutions or scratches caused using abrasive or steel wire sponges for the cleaning of the product purchased, or resulting from any other improper use of abrasive products that fail to observe the precautions for use and the instructions for cleaning and maintenance after installation.
15. Installations and applications of any sort are manufactured using 6mm-gauge material.
16. Anything not explicitly mentioned in this warranty.
17. Damage caused by material flexion and substrate expansion, or installations that do not adhere to the technical installation guidelines.

This **LUTUM 10-YEAR RESIDENTIAL LIMITED WARRANTY** is non-transferrable and shall apply only to the slabs used for making the product purchased. **It shall not be valid if the product purchased has not been paid in full.**

The fabricator and the installer shall be responsible for carrying out the inspection of the LUTUM slabs before working on them and before installing the products made with the slabs.

No other type of explicit or implicit guarantee or warranty shall be issued, including a guarantee of saleability or suitability for a particular purpose. With the exclusion of the terms set out in this document, LUTUM declines all contractual and extracontractual liability for any loss or direct, accidental, and consequent damage deriving from the use or impossibility of using the product purchased made with LUTUM slabs.