

Anatolia® Unglazed Sintered Slab (6mm), Unglazed Porcelain Slab (6mm), and Unglazed Porcelain Tile & Mosaic

This Letter of Warranty (herein after, the 'Warranty') shall only be fully valid when the consumer submits the original invoice or purchase receipt (indicating the date of purchase and the name of the dealer of the product).

This Warranty is non-transferable.

Anatolia® reserves the right not to offer the Warranty service free of charge if the requirements set out in this document are not met, or if the information provided by the consumer is false, incomplete or illegible.

Lifetime Residential Warranty is intended for non-professional end users and shall be considered applicable for residential use, such as any building or facility for private accommodation only, whether it is a single-family or multi-family dwelling.

Exclusions from the Lifetime Residential Warranty include all Commercial Property uses, including private properties subject to residential or commercial rental purposes, or properties designated as hotels, motels, lobbies, common and reception areas, or areas for other temporary residence applications. It also does not cover residential properties wherefrom commercial or home-based businesses are run out of (such as in-home daycares or home-baking businesses as an example). Such use falls under the Commercial Property Warranty as stated below. Material used inside elevators and with floating floor systems are excluded from this Warranty.

Materials sold as 2nd Quality, B Grade or through unauthorized dealers are excluded from this Warranty.

Anatolia does not guarantee the suitability of the products for particular uses, and only guarantees the technical specifications published on the Technical Data Sheets posted on the website. The indication for use is merely indicative, even when written in the Seller's catalogues and manuals. On the basis of the characteristics described in the Technical Data Sheets, the

designer always has the task of assessing the suitability of the product for the specific use conditions, taking into account the stress and variables to which the product will be subjected, which may alter its characteristics; for example, the traffic intensity, quality of traffic (foot traffic with the presence of sand, debris...), adverse weather conditions and any other unpredictable factor to which the material may be exposed.

Anatolia® Residential Lifetime* Warranty:

Anatolia® Unglazed Sintered Slab, Unglazed Porcelain Slabs and Unglazed Porcelain Tile & Mosaic are guaranteed to meet all published technical and performance specifications at time of manufacture for the Lifetime of the original Purchaser*.

Anatolia® Commercial Property* Warranty:

Anatolia® Unglazed Sintered Slab, Unglazed Porcelain Slabs and Unglazed Porcelain Tile & Mosaic are guaranteed to meet all published technical and performance specifications at time of manufacture for a period of TEN (10) YEARS.

General Aspects covered under the Warranty:

- Anatolia® undertakes to replace or repair defective surfaces under the terms and conditions set forth herein, with the same characteristics (colour, thickness, etc.) as those of the product purchased by the customer.
- Products intended for the uses defined within the scope thereof, and maintained according to the care and maintenance instructions in the Care + Maintenance manual of **Anatolia® Unglazed Sintered Slab, Unglazed Porcelain Slabs and Unglazed Porcelain Tile & Mosaic.**
- Surface defects not segregated by in-house quality controls, such as material pathologies resulting from the production process.

- Visible surface wear to two-dimensional applications, such as walls and floors permanently installed inside or outside (following the terms as set in the Care + Maintenance manual). Warranty excludes scratches caused by misuse exceeding product performance limitations outlined in the Technical Specifications.
- Stains due to common food, beverages and household products, provided that customers have followed the proper Care + Maintenance manual guidelines.
- Fading due to direct exposure to ultraviolet (UV) radiation, both inside and outside buildings.
- **Anatolia® Unglazed Sintered Slab, Unglazed Porcelain Slabs and Unglazed Porcelain Tile & Mosaic** used as external finishing for barbecues, fireplaces or any surface which may be exposed to heat, provided that the applicable industry standards and building codes, and the Installation manual available at www.anatolia.com are strictly adhered to.

General Aspects not covered under the Warranty:

- Faulty or improper installation, not following the manufacturer's preparation and assembly recommendations.
- Use as countertop applications.
- The behavior and appearance of unions or seams, adhesives, putties and/or other accessory materials.
- Damages caused by household appliances that have been installed, used or maintained improperly.
- Intervention by third parties: any damage caused directly or indirectly by any action, work or any other intervention carried out by third parties outside Anatolia® such as issues caused by incorrect finishing/preparation of the product, modifications to the surfaces made by third parties, improper installation methods or any other alteration or manipulation of the original product by Anatolia®, such as colour variations, thermal shock, impact

damage, misuse or inadequate chemical treatment, performed by third parties outside Anatolia®. It is important for third parties to follow the manuals that Anatolia® makes available to them, such as those mentioned in the Installation manual, which provide guidelines on all of the above and good practice.

- Force majeure, and other conditions on the site where the surfaces are installed or handled, architectural and engineering design, structural movement, acts of vandalism, accidents, natural disasters, damage caused by interaction with other products or any other cause beyond the control of Anatolia®.
- Damage resulting from improper use, including, but not limited to: (i) the use of the product for purposes other than those for which it is intended; (ii) use of the product in a manner that does not comply with applicable technical or safety standards; or (iii) failure to follow the Material Handling manual.
- Products that have not been paid for in full.
- Three-dimensional products manufactured by third parties.
- This Warranty does not cover surfaces that do not meet the customer's personal satisfaction or opinion, after delivery and/or installation, in terms of colour, surface finish, gloss level and appearance.
- The differences between samples or photographs of any Anatolia® product and the actual product purchased are excluded from this Warranty.
- This Warranty shall be void in the event of repairs or handling made to the product without due verification by Anatolia®.
- Any unforeseen or consequential damage, loss or cost, other than that of the product itself, including but not limited to, damage to other products, facilities or additional or supplementary repairs to plumbing, electrical or building work that may be necessary to repair or replace the surfaces. These shall be the sole responsibility of the customer.

- Damages or delays that may arise from deficiencies or omissions in the technical project that is the basis for the building work in which the surfaces are used.
- Anatolia® does not manufacture any specific end application, but provides the material to manufacture them. Therefore, if any of the conditions stated in the terms and conditions contained herein are met, the material necessary to replace the worktop will be provided, but the costs of preparing and installing the product will not be covered by Anatolia®.
- Only covers the replacement of the defective product with one of identical characteristics (colour, thickness, etc.) to that purchased by the customer, unless this is impossible due to the product being discontinued, in which case it shall be replaced by the most similar product at that time.
- Surface damage caused by unapproved external agents, chemicals or coatings on the surface of the material affecting its surface appearance and performance.
- Cracking and chipping due to the impact of heavy objects and the movement, displacement or positioning of the supporting structure under the surface of the worktop or flooring (kitchen units, floors, foundations, etc.) are not covered under this Warranty.
- Products exposed to abnormal use or conditions, or misuse (chipping, cracking, impact damage or breakage due to customer misuse).
- Does not cover wear marks, including, but not limited to, metal marks, fingerprints or smudges and other similar wear indicators caused by the use of utensils or appliances. Warranty excludes scratches caused by misuse exceeding product performance limitations outlined in the Care + Maintenance manual.

Anatolia® Unglazed Sintered Slab, Unglazed Porcelain Slab and Unglazed Porcelain Tile & Mosaic finishes are resistant to scratches, abrasion and abrasive chemical products just like other man-made or natural surfaces, precautions should be taken to avoid scratches, chipping and the use of aggressive household cleaning products. No rough sponges, steel wool, caustic soda, abrasive cleaners or products with a pH above 11 should be used with any **Anatolia® Unglazed Sintered Slab, Unglazed Porcelain Slab and Unglazed Porcelain Tile & Mosaic** finishes.

How to Make a Claim

In the unlikely event of a claim, please notify the original point of purchase if you believe that any of the products covered by the Warranty to be defective. Be prepared to submit a short description of the specific problem, provide photos of the product & product labels and include a copy of your invoice / proof of purchase upon request. The necessary steps to ensure the claim is looked after should come from the establishment at which the original point of purchase took place.

If advised by the dealer / original point of purchase, you may contact Anatolia® directly for warranty issues as per the following process:

1. The original purchaser must notify Anatolia® in writing within 15 days of discovering any 'defect'. Proof of purchase, images of the claimed defect and product labels are required. Additionally, a Product Warranty Claim Form will be provided, which must be completed with a detailed description of the suspected defect.
2. Once notified, Anatolia® will determine next steps for inspection and may require additional images showing the claimed defect or for the return of the product claimed to be defective for inspection/ testing. Failure to produce the requested information or the physical product for inspection if required will render this warranty void in its entirety.

3. If a product is deemed defective, Anatolia will notify the purchaser in writing and will advise as to the warranty solution at such time. Due to constant and ongoing changes in product offerings and availability, Anatolia® reserves the right to replace material with a similar/like item should the identical item not be available at time of warranty claim.

To receive timely service under the terms and conditions of this Warranty, you must allow Anatolia® or its authorised agents to inspect the products at your project site. In addition, you must reasonably cooperate with Anatolia® and its agents in their efforts to service this Limited Warranty.

Anatolia's obligations under the Warranty are subject to receipt of proper notice from the purchaser covered under the Warranty and Anatolia's reasonable ability to perform. Failure to allow inspection will render this Warranty null and void.

In no event shall Anatolia® be liable, whether in contract or tort, for any direct, indirect, punitive, incidental, consequential or other damages, including, but not limited to, damages for loss of profit arising from the use or inability to use the product in residential applications covered under this Limited Warranty. Anatolia® shall not be responsible either in contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary or punitive damages arising out of the use or the inability to use the products covered by this Warranty. Some states do not allow exclusion or limitation of incidental charges, so the above limitations may not apply to you.

Anatolia® reserves the right to update or modify this Warranty Statement at any time without prior notice.