

## Lapitec® residential limited lifetime warranty

### 1. Limited Lifetime Warranty

Lapitec S.p.a. provides a Lifetime Limited Warranty to the original owner of installed Lapitec – Prestigious Italian Surface (the “Product”). Lapitec S.p.A. warranty applies to the product manufacturing defects, meaning defects at source and/or structural faults, for so long as the original owner owns the Product and it is not transferrable. The warranty is valid from the purchasing date according to the terms and conditions specified here under. This Limited Warranty shall apply only where Product is fabricated and installed in the United States of America or Canada and according to the instruction provided in the Lapitec® Technical Manual.

### 2. Warranty Restrictions

This Limited Lifetime Warranty applies to Lapitec® surfaces such as tops, cladding and flooring, installed both indoor and outdoor on a permanent basis, for residential applications only.

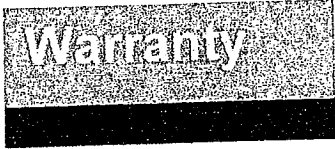
Lapitec S.p.A. operates through a distribution network - stocked with slabs having standard size, thickness and finish - supplying Authorized Fabricators, which process and transform the finished product according to the specifications agreed between sales network and consumer, therefore this warranty never applies to defects deriving from later Lapitec® production phases such as design, material processing (cutting, profiling, polishing, etc.), transportation and installation.

This Limited Lifetime Warranty shall be null and void unless the Product has been paid in full.

This Limited Lifetime Warranty does not apply to any surface that has been used as a showpiece by the distribution network.

In addition, this warranty does not apply to:

- Direct and indirect damages to persons and/or properties due to product misuse and/or failure to comply with the instructions given to the consumer when purchasing the product or included in Lapitec® pamphlets, website or documents;
- Direct and indirect damages, expenses or any possible loss of earnings due to faults of the product;
- Colour differences between material sampling and product delivered;
- Seam appearance or performance;
- Temporary marks on the Product including, but not limited, to fingerprints or metal marks made by household utensils,
- Material damaged due to:
  - Extreme thermal shock and/or exposure to direct heat sources
  - Physical, chemical and mechanical abuse
  - Improper preparation or maintenance of the installation site such as uneven cabinet or flooring, structural setting or movements
  - Chippings or cracks due to collisions with objects
  - Natural disasters or any other cause which is beyond Lapitec S.p.A. control



## Conventional Warranty Certificate of Lapitec S.p.A.

It is responsibility of the Owner to inspect the Product upon its receipt. Any damage to the Product thereafter is the responsibility of the Owner. Final inspection and approval of the installation is also the Owner's sole responsibility.

### **3. Warranty Activation and Fault Notification**

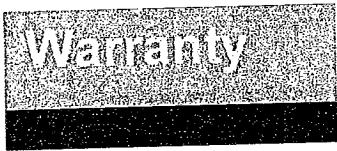
- At the time of purchase, the consumer shall ask the reseller for the Lapitec CARD required to activate the warranty as well as the fiscal document substantiating the purchase.
- In order to activate the warranty, the consumer shall access the site [www.lapitec.com](http://www.lapitec.com) and fill every field of the form in the section "activate the warranty". The registration shall occur within, and not later than, 30 days as from the purchasing date. Failing the receipt of an email notifying that the data has been received, the registration process will not be considered accomplished.
- In case of material defects, the consumer shall file the complaint with the reseller within 8 days as from the defect identification through registered mail, return receipt requested. A copy of both the fiscal document substantiating the material purchase and the email confirming the activation of the warranty shall be attached to the complaint, as well as pictures showing the defect for which the warranty right is exercised.

### **4. Compensation**

Once the compliance of all the requirements specified above is verified, Lapitec® S.p.A., at its discretion, could proceed with the compensation as specified here under within a reasonable lapse of time:

- Repairing the defected product
- Making available to the consumer the necessary quantity of new Lapitec® slabs to replace the defected products at the transformation shop that processed the product originally. The new slabs in replacement shall possibly be similar as to colour, thickness and collection to those formerly purchased. In the event that the requested material is no longer produced, it will be replaced with the most similar material available at the time of the request for compensation. It is agreed that the compensation does not include all the phases following the slab supply such as processing and finishing operations, transportation, removal of the defected materials and installation of the new material.
- Paying a compensation equal to the selling price per square metre that Lapitec® S.p.A. grants to its reseller, multiplied by the square metres of the material to be indemnified.

In order for Lapitec S.p.a. to respond under this Limited Lifetime Warranty, Lapitec's authorized inspector must be permitted sufficient time and opportunity to inspect the Product at the consumer's premises in order to examine the notified defects, evaluate and respond to any claim. Should the inspector discover that notified defects are inconsistent and are only due to lack of appropriate maintenance of the Lapitec® surface, the cost of the intervention will be charged to the consumer (personnel, direct costs and cost of the products used for maintenance).



## **Lapitec® residential limited lifetime warranty**

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### **5. Privacy and Use of Personal Data**

Lapitec S.p.A. undertakes to respect the Privacy Protection Law when using the personal data received to the purpose of activating the warranty.

### **6. Place of Jurisdiction**

All disputes arising in connection with this warranty or with its application shall be settled by the competent Court of Treviso (Italy) only. This agreement is governed exclusively by the Italian law.

### **Lapitec S.p.A. details**

Lapitec S.p.A.  
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31050 Vedelago (Treviso) Italy  
T. +39 0423 700239  
F. +39 0423 709540  
E-mail: [info@lapitec.it](mailto:info@lapitec.it)  
[www.lapitec.com](http://www.lapitec.com)

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extreme thermal shock and/or exposure to direct heat sources  
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