



## WARRANTY TERMS AND CONDITIONS

“STEGU” Spółka z ograniczoną odpowiedzialnością (hereinafter: “Stegu”) to enhance customer satisfaction hereby extends a warranty (hereinafter: “Warranty”) on concrete façade tiles (hereinafter: “Products”), subject to the terms and conditions as set out below:

1. Stegu guarantees that the Products are free of technological defects and, therefore, Stegu’s liability under the warranty is limited to defects caused by inherent faults in the Products (hereinafter: “Defect”) which will manifest within 10 years of the date of the Product purchase (hereinafter: “Warranty Period”).
2. The warranty becomes valid and effective on the Product purchase date.
3. Flaws are not considered Defects if they result from:
  - a) faulty product application, including but not limited to faulty surface preparation; faulty Product installation; lack of grouting; failure to follow Stegu’s recommendations on the packaging and/or Stegu website [/STEGU.pl/](http://STEGU.pl); or choosing the particular adhesive or grout manufacturer, etc.;
  - b) application of the Product contrary to its intended use;
  - c) damage caused by external events, such as mechanical damage;
  - d) improper Product storage or transport conditions;
  - e) other reasons not related to Defects, but inherent to the Product.
4. Under these Warranty Terms and Conditions, the following shall not be considered Defects:
  - a) natural calcium blooming appearing as concrete matures or other natural occurrences;
  - b) differences in the Product surface texture not affecting the Product technical parameters;
  - c) surface staining caused by external factors.
5. Stegu would like to inform you that Products of the same kind may differ in colour, especially because of being manufactured at various time intervals /different production lots/, which differences are not considered Defects but are a natural consequence of variations /of properties/ in the ingredients /raw materials/ used in the manufacturing process.
6. If a Defect is revealed, Stegu will remove it at its own cost and expense either by making a refund of the Product purchase price in the portion affected by the Defect or by replacing the defective product with a defect-free one in the portion affected by the Defect.
7. A warranty claim will be processed if:
  - a) a written request is submitted substantially in the form annexed to these Terms and Conditions with a photocopy of an invoice, bill or other proof of the Product purchase;
  - b) the request in paragraph a) is submitted immediately after the Defect occurs, no later, however, than within one month of detecting the Defect, after which time the Warranty expires.
8. If any Defect is revealed in the Product, you should stop its application /unless the Defect occurs after installation/ and report the Defect immediately in accordance with Section 7 as follows: by sending an email to [reklamacje@stegu.pl](mailto:reklamacje@stegu.pl).
9. The Defects reported will be dealt with within 14 days starting from the date on which Stegu receives a complete and correctly filled in questionnaire referred to in Section 7 paragraph a).
10. Before making its final decision on the Defects reported in the warranty claim, Stegu reserves the right to inspect the defective Products, take their samples or perform laboratory tests on them or other similar activities and in such a case the handling time of the reported Defects may be extended to allow for the performance of such activities, by no more, however, than another 30-day period.
11. If the defective Product is replaced with a defect-free Product, the warranty term will renew upon delivery of the new Product.