

10 years warranty

FOR FACADES

NEOLITH
touch.feel.live



10 years warranty

This limited, non-transferable warranty for Neolith sintered stone is for use as wall cladding, with the size, color and finish characteristics for each project or job.

TheSize Surfaces S.L. guarantees that the products, reinforced with fiberglass and presented in the sizes and maximum thickness (hereinafter, the "Products"), comply with the indicated physical-mechanical specifications.

It is granted for a term of 10 years, counting from the Product supply date and it specifically excludes any claims that are filed if the Product has been used for purposes other than those specifically referred to in this warranty.

In the event of visible defects, the claim must be submitted before the Product is installed and not later than 30 days from receipt of the Product.

In the event of latent defects caused by improper manufacture, the company will replace any defective units EXW plant (installation not included), provided the company is notified within one year of installation.

Since the Product is produced from natural raw materials (clays, feldspars, etc.) creating collections that develop both in technical and aesthetic terms in the course of time, TheSize Surfaces S.L. gives its undertaking, for the whole period of the warranty and whenever necessary, to replace the Product that may show failures/defects attributable to the loss of the physical-mechanical specifications stated in the technical data sheet for another, which, at its entire discretion, it may consider similar on account of its type, thickness, dimensions, specifications and colour to that being replaced.

The replacement Product shall be selected from among those available and those that are being produced at the time when the replacement becomes necessary. TheSize Surfaces S.L., therefore, does not guarantee a perfect match between the replacement Product and the original declared defective and shall under no circumstance be responsible for variations in colour, type, thickness and, in general, for variations in finish or appearance that may, as a result, be noted after its installation.

The claim and replacement shall be settled in a reasonable period, as determined by TheSize Surfaces S.L. in accordance with the imperfections and defects found in the Product needing to be replaced.

This non-transferable and limited warranty excludes coverage of the costs relating to the removal of the defective Product, preparation and installation of the new one, restoration jobs, when so required, and in general, all other expenses or indemnification payments due to direct and indirect expenses or consequent damage, compensation, damages or loss of income, even if stemming from inability to have access to the building or interruption of normal activities in the building where the Product was installed.

The cleaning and upkeep of the Product in accordance with the instructions in the maintenance (downloadable at Web www.neolith.com) is considered an integral and essential part.

Accordingly, this warranty does not cover claims for damages because of the cleaning and upkeep carried out in a manner different from those specified in the afore-mentioned manual.

TheSize Surfaces S.L. is only responsible for the structural or manufacturing defects of the Product, so it accepts no liability for any defect in the Product because of its preparation or installation.

This warranty, therefore, does not cover aesthetic discrepancies in the Product installed, nor those defects due to faults that could stem from post-production activities, such as:

Dispatch and handling.

Any activity connected with preparation, drilling, cutting and installation of the Product, with the fastening of the anchoring systems selected by the installers, or with the finishing and polishing of the edges.

Joints or pairing of the Product with other materials with different thermal dimensional variations, such as those resulting from weather, humidity, and environmental condition.

TheSize Surfaces S.L. offers this non-transferable and limited warranty only for Products that does not extend to lateral surfaces, corners and the edges formed when these activities are carried out.

This warranty shall be deemed void if the technical manual, technical guidelines published on our website or provided to the customer, or any technical instructions delivered by TheSize Surfaces S.L. technicians have not been strictly followed before, during or after installation.

To take advantage of the rights of this warranty, it is your responsibility to notify TheSize Surfaces S.L. of the defect in the Product, by email to the following address: warranty@neolith.com, within the thirty days following the appearance of the defect in the Product.

The present guarantee is governed by and shall be construed in compliance with Spanish laws. Any dispute that might arise from or in relation to this warranty shall be submitted to the sole jurisdiction of a Spanish magistrate and the Courts of Castellon.





CUSTOMER SERVICE

Tel.: +34 964 652 233
warranty@neolith.com

WWW.NEOLITH.COM

In our social networks you can see our projects and Neolith products.

