

MAPEI Product and System Limited Warranty

WARRANTY COVERAGE: **10 years**

Project:

Issued to:

MAPEI UK Ltd, subject to the terms and conditions set forth below, warrants that its products or any system of its products for residential and commercial applications will be free from manufacturing defects and will not break down or deteriorate under normal usage for the applicable warranty period, when used in accordance with our technical data sheets, British Standards, other installation and maintenance instructions, applicable building codes and regulations, and standard industry practices.

FOR THE PURPOSE OF THIS WARRANTY:

- A “system” is a group of MAPEI products used together in a job installation.
 - “Domestic” means a job installation utilizing MAPEI products in a non-commercial installation.
 - “Commercial” means a job installation utilizing MAPEI products in projects such as hospitals, shops, offices, public places and other commercial establishments.
- The warranty period for any MAPEI system means for so long as the job installation remains unchanged by the original owner.

PRODUCTS OR SYSTEMS OF PRODUCTS COVERED BY THIS WARRANTY:

EXCLUSIONS FROM WARRANTY COVERAGE:

The following are specifically excluded from coverage under this warranty: structural failure, inadequate substrates, or improper sub-floor preparation; damages caused by Acts of God, including, but not limited to hurricane, flooding, earthquake or other types of natural disaster, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our product installation and maintenance instructions, applicable building codes and regulations, or standard industry practices; variations of colour, shade or texture from those shown on samples, product packaging or any other marketing materials; changes in colour due to exposure to sunlight and age; sub-floor moisture or water damage; normal wear and tear resulting from usage; efflorescence and shading inherent in all cementitious products; and cracking due to structural movement, excessive deflection or other failure of the substrate

CONDITIONS OF COVERAGE:

- Our products must be used within the shelf life specified on our technical data sheets.
- All products must be used in accordance with current product data sheet and safety information.
- All system components must be used together in order for a system warranty to be effective.

YOUR LEGAL RIGHTS:

This constitutes your entire express warranty for the products or any system purchased. To the extent permitted by law, all other warranties, whether expressed or implied, including, but not limited to the implied warranties of MERCHANTABILITY and FITNESS FOR A PARTICULAR PURPOSE are EXCLUDED. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY. No implied warranty can be modified by any course of dealing, course of performance or usage of trade, this warranty gives you specific legal rights, and you may also have other rights.

This warranty: (a) is limited to the original purchaser and is nontransferable; (b) shall commence on the date of product purchase and shall end when the respective warranty period expires for that product or system. (c) replaces all previous warranties; and (d) applies to purchases within the UK & Ireland of those products or systems listed.

FILING A CLAIM:

To file a claim under this warranty, you must contact us, in writing, within fifteen (15) calendar days of the discovery of the alleged manufacturing defect in our products, at MAPEI UK Ltd, Attn: Technical Services Department, MAPEI House Steel Park Road, Halesowen, West Midlands B62 8HD.

Proof of purchase must be submitted with any notice of claim. We have the right to physically inspect an installation site and obtain samples from that job installation and of our products used in that installation before we determine the validity of your claim. Your claim must be received and evaluated by us before any repair work is performed. For additional information regarding our warranty policy, please contact MAPEI Technical Services @ technical@mapei.co.uk

YOUR EXCLUSIVE REMEDY:

If our products are proven defective within the respective warranty period shown, then for a product-only purchase, you will receive, as your sole remedy, MAPEI replacement product for only that specific portion of the original installation requiring replacement; and for system purchases, you will receive, as your sole remedy, MAPEI replacement product and reimbursement of your reasonable and substantiated costs and labour for only that specific portion of the original installation requiring replacement.

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Dated: