



WARRANTY CERTIFICATE

KEDRA provides a 10-year warranty for countertops porcelain slabs from the date of sale in order to cover possible manufacturing defects.

KEDRA manufactures and supplies countertops porcelain slabs but it does not handle or fit them in situ or finish them off. For this reason, the warranty does not cover the cost of the said processes.

KEDRA reserves the right not to exercise the warranty in the event of failure to comply with any of the requirements detailed herein or if the information supplied by the consumer is false, incomplete or illegible.

WHAT DOES THE WARRANTY COVER?

For a period of ten years from the purchase date, KEDRA must replace any faulty countertops products with another of the same colour and finish as that purchased by the consumer. If a faulty KEDRA countertops product has been discontinued or is unavailable when a replacement is required, KEDRA shall supply another of the most similar characteristics available at the time.

The warranty provided by KEDRA covers 12mm-thick countertops porcelain slabs for private use as permanently fitted indoor or outdoor countertops.

KEDRA does not offer a warranty for (6mm-thick) Slimmker porcelain slabs used as countertops. The warranty does not cover commercial use of KEDRA countertops porcelain slabs.

WARRANTY EXCLUSIONS

The warranty does not cover the delivery costs or the cost of any processing, fitting and/or removal processes involved in the repair or reinstallation of countertops porcelain slabs by KEDRA.

Any direct or indirect damage caused by third parties other than KEDRA's authorized staff, such as faulty processing or finishing off work, the use of inappropriate methods or techniques during the installation process, or any modification, incorrect handling or misuse of the original countertops product by KEDRA.

Defects or damage to the KEDRA porcelain slabs during their delivery to the place where they will be used.

Flaws caused by everyday use, such as stains, scratches, stains made by water, oil and citrus fruit and/or burns.

To conserve the visual characteristics and design of KEDRA porcelain slabs, chopping boards should be used to cut food and heat-resistant mats placed under hot recipients.

Any damage to KEDRA products or misuse that results in accidents or the product's exposure to abnormal physical conditions or chemical substances, such as hard knocks, structural movements, or the use of chemicals (hydrofluoric acid), corrosive substances etc.

Scouring pads or aggressive substances that might damage the surface of porcelain slabs by KEDRA should never be used. These substances include bleach, solvents, turpentine, acetone, alcohol, stain removers and ammonia.

To conserve the original appearance of the porcelain slabs, avoid prolonged contact with fats and oils, red wine, vinegar, tomato and the juice of citrus fruit.

Natural disasters and damage caused by other products or circumstances beyond KEDRA's control.

Cracks in the fitted product are not attributable to a manufacturing defect. Cracks may appear due to structural movements in buildings, excessive weight being placed on the countertop, or knocks once it has been fitted.

Any defect or visual flaw caused by the adhesives or grouting used in joints.

Chips. They are not a sign of a faulty product, but of faulty handling and/or installation processes. In order to avoid them, the handling and installation instructions for KEDRA products must be followed, and the edges of the countertops should not be knocked or scratched by other objects.

Any resulting or unforeseen damage and loss or expense related to things other than the product itself, including damage to products or supply networks and additional or supplementary plumbing, electrical or building repairs, involved in the repair or replacement of the KEDRA product are excluded from the warranty. The consumer shall be responsible for all the latter.

Any damages incurred as a result of the appearance of a defect for which a claim is made, including damages incurred during the submission and processing of a claim and during the replacement of a product for a consumer or any third party.

Damage caused by shortcomings or omissions in the technical plans for the construction of buildings in which KEDRA products are fitted.

Differences between samples or photographs of any KEDRA product and real purchased ones. The samples give a general overview of the design, pattern, appearance, colour and finish. Samples are NOT necessarily an exact replica of an KEDRA surface. The appearance may vary slightly once an KEDRA countertop porcelain slab has been fitted.

KEDRA porcelain slabs that contain visible flaws when they are processed or fitted.

The warranty shall become null and void if a product is handled and/or repaired without KEDRA's written approval.