

TECHLAM® TOP

by LEVANTINA

E N J O Y & C O O K



GENERAL WARRANTY CONDITIONS



GENERAL CONDITIONS OF THE PRODUCT WARRANTY FOR TECHLAM® TOP FOR COUNTERTOPS

LEVANTINA (UK) LTD Unit 5 Houndhill Park, Bolton Road, Wath upon Dearne, Rotherham South Yourkshire, S63 7LG UK GB872933786, grants the end consumer a 10-year warranty from the date of the purchase invoice for any manufacturing defect of the **TECHLAM® TOP** 12-mm product for countertops.

Levantina guarantees the end buyer that **TECHLAM® TOP** countertops have passed a set of strict quality controls and that their composition and manufacturing characteristics make them suitable for their use and service as kitchen countertops.

Should the product display any manufacturing defect, LEVANTINA shall proceed to rectify it.

HOW TO REGISTER THIS WARRANTY

To be entitled to this warranty, it should be registered or sent in within 60 calendar days of the date on the purchase invoice.

To activate this warranty, the end consumer should fill in the form available on the LEVANTINA website, <https://garantia.levantina.com/formularios/formulario-techlam-top-en-uk>. Once this form is registered, you may download your Warranty Certificate from the website. You will additionally receive an email confirming the registration by LEVANTINA, to which your Warranty Certificate shall be attached.

It is indispensable to include the product batch number provided by your supplier, stonemason installer or kitchen store.

WARRANTY PERFORMANCE

This warranty shall be effective throughout United Kingdom territory.

To make use of this warranty, please send us an email to our address warranties@levantina.com, indicating your Warranty Certificate Number together with the purchase

invoice. If you have any queries, please contact us on telephone number +34 965 609 184.

To obtain the service on this warranty, you will need to place the product at the disposal of LEVANTINA, allowing the agent authorised by LEVANTINA and the installer to inspect the product in your home. You shall need to reasonably cooperate with them in the service efforts required to implement this warranty cover.

The information provided by the aforementioned professionals shall be assessed by the LEVANTINA Quality Department, which shall conclude on the effective existence of manufacturing defects.

Should the countertop be deemed to be defective by LEVANTINA, all requirements for obtaining this warranty cover are met and no exclusion concurs in accordance with these General Conditions, LEVANTINA shall proceed to repair or, should this not be possible, to replace the **TECHLAM® TOP** porcelain slab with another one of the same characteristics and conditions.

Should the product be discontinued, LEVANTINA shall select the most similar product in terms of appearance and quality that is available at the time of making the replacement.

Should LEVANTINA deem the repair or replacement to be impossible or excessively difficult and costly, it may instead choose to pay the end user, through the Professional Buyer, a compensation amount determined in accordance with the average market price offered by LEVANTINA for the porcelain slab at the time the defect arises, within the following limits: a) 100% of this price if the defect manifests itself up to the 3rd year from the date of purchase; b) 50% of this price if the defect manifests itself between the 3rd and 5th year from the date of purchase; c) 25% of this price if the defect should manifest itself between the 5th and 10th year from the date of purchase.

LEVANTINA does not grant any warranty whatsoever that exceeds the provisions of these General Conditions as well as of the Consumer- and User-related legislation in force. The guarantees and legal rights of Consumers and Users are independent and compatible with this commercial warranty and shall consequently not be affected by it.

The warranty service shall not be applicable if all requirements established in these General Conditions are not met or if the information supplied by the end customer is false, incomplete or illegible.

REQUIREMENTS FOR OBTAINING THIS WARRANTY

This warranty covers the **TECHLAM® TOP** products which:

- Have been marketed in the United Kingdom.
- Are fully paid for.
- Are registered by the countertop owner on the date and in the form prescribed.
- Are intended for use as countertops for domestic use, installed in a permanent manner inside the building of the product's end consumer.
- Have been treated by the consumer and user in strict compliance with the maintenance and cleaning instructions listed in these General Conditions.

EXCLUSIONS OF THE TECHLAM® TOP WARRANTY

- Damage or defects caused by handling, processing in the stages subsequent to manufacture, improper assembly or installation, or products that have been processed without following the recommendations of the product's Cleaning and Maintenance Guide.
- Damage or defects caused by improper execution or performance of joints.
- The workshop and installer shall be responsible for inspecting the surfaces before making or installing the countertops. LEVANTINA shall not accept responsibility for any defects generated by subsidence in the buildings or bases of the units on which the product has been installed.
- LEVANTINA shall not accept responsibility for any additional or complementary repair or for modifications such as, for example, plumbing, electricity, coatings, veneers and modifications that may be necessary for repairing the **TECHLAM® TOP** product covered by this warranty. Also excluded are labour costs for dismantling and assembling the **TECHLAM® TOP** porcelain countertop.
- Differences in colour or tone between the sample and the product received.
- The product due to personal preferences such as colour, production, etc. The choice of colour and finish should be definitive before closing the purchase, since any subsequent changes in the decision shall not be covered by this warranty.
- Uses differing from those inherent to a kitchen countertop.
- Products that have been exposed to acids, abnormal use

or conditions or any form of misuse. "Abnormal use or conditions" shall include, but is not limited to, any damage due to improper use or improper transportation, damage due to excess heat, exposure to adverse weather conditions, physical or chemical misuse, damage due to inappropriate care and maintenance that results in chipping, breakage, damage or breakage from impact. The Techlam product is highly resistant to scratching and is very hard though not indestructible under impact. We therefore recommend that you avoid immoderate impact.

- Levantina shall not accept responsibility for any damage or injury caused by involuntary acts, working conditions, architectural or engineering design, structural movements, acts of vandalism or accidents.

MAINTENANCE AND CLEANING

This warranty covers **TECHLAM® TOP** products that have been maintained in accordance with the following recommendations:

- Clean any spills immediately.
- To clean the surface, use a cleaning product with neutral pH or soap and water applied with a cloth.
- Do not use any product not recommended by Levantina, since they shall invalidate the warranty.

Below we list the cleaning agents to be employed for each type of stain:

Type of stain	Cleaning agent
Regular cleaning	Common detergent
Oxides	Descaler
Limescale	Alkaline detergent / descaler
Wine	Alkaline detergent / descaler
Ice cream	Alkaline detergent
Resin or enamel	Solvent
Coffee	Alkaline detergent / descaler
Candle wax	Solvent
Greases	Alkaline detergent / descaler
Cement	Descaler
Cement grouting	Descaler
Plaster	Descaler
Epoxy grouting and glues	Solvent

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BENEFITS

TECHLAM® TOP is very easy to clean. It does not require any special care or products for maintaining it. This countertop is highly resistant to stains, it is ideal for contact with food. In addition, its extreme hardness makes it highly resistant to scratching, abrasion and high temperatures.



Hardness



Easy cleaning



Hygienic surfaces



Chemical product resistant



Waterproof qualities



Stain-resistant



Suitable for food contact



Environmental friendly



Unalterable colours



Heat resistant

10 YEARS WARRANTY

Levantina offers a 10-year warranty in its NATURAMIA® and **TECHLAM® TOP** products, providing an Authenticity Certificate with every **TECHLAM® TOP** product.

This certificate must be activated online at www.levantina.com, and it warrants that all the materials has passed strict quality controls. Once activated, it validates the warranty from the installation date.



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