Date: 03/17/2016

Manufacturer’s Warranty Porcelain Tiles

Ceramiche Atlas Concorde Spa. declares that the Porcelain tiles are meeting the technical specifications and requirements (only applies to first choice) of ISO 13006:2012 Annex G.

No claims shall be accepted after the products have already been installed.

Every installation of the material, be it total or partial constitutes an unconditional acceptance of the good as corresponding to what was agreed in the order confirmation.

Once the ceramic tiles have been installed, Ceramiche Atlas Concorde Spa. will not be liable for the quality of the tiled surface but only for the quality characteristics of the supplied material.

It is understood that Atlas Concorde will not be liable for any events, damages and/or faults on the surface caused by incorrect installation, neglectful cleaning and maintenance and/or inadequate selection of the installed materials with respect to the destination of use.

There is no further warranty other than that which is derived from description of the goods as indicated in the order confirmation, catalogues and company’s literature (see Technical features General Catalogue 2015 Atlas Concorde pag. 252-261) and the technical characteristics are guaranteed for a period of two years (02) and will not change over time, remaining in conformity with the requirements of the aforementioned standard as at today: “dimensional characteristics, water absorption, breaking strength, resistance to abrasion, coefficient of linear thermal expansion, resistance to thermal shock, resistance to frost and resistance to chemicals”.

Furthermore, no implicit warranty is offered for a particular use of the product.

The Purchaser agrees that the goods are sold as “seen and accepted”.

Upon receiving the goods, the Purchaser undertakes to carefully check them opening the boxes.

In the event that the Purchaser identifies damages covered by our warranty, he/she shall communicate this claim by registered letter within 8 days from receiving of the goods.

After this time has expired, the Purchaser shall not have any warranty rights for any identified damage.

Shall the Purchaser exercise his/her right to claim, he/she shall make the whole supply available to the Seller.

Shall the Purchaser make available only part of the supply, the warranty shall be invalidated.

Best regards,
Alessandro Pravettoni
Export Manager