



Street 29 #41-15 Itagüí /Antioquia, CO.

Friday, February 19 of 2021

Subject: Firplak brand synthetic marble warranty.

To whom it May concern.

We hereby write to grant you the letter of guarantee for our synthetic marble product.

SYNTHETIC MARBLE

MAKE YOUR WARRANTY VALID BY COMMUNICATING THE NUMBER OF YOUR INVOICE TO ONE OF OUR COMMERCIAL ADVISORS OR TO THE TELEPHONES OF OUR SERVICE DEPARTMENTS INDICATED ON OUR WEBSITE

www.firplak.com

FIRPLAK, guarantees its products from the DELIVERY DATE, against the leakage of water through the synthetic marble walls, as a result of defects in materials and workmanship. The surface of synthetic marble is guaranteed against the formation of blisters or bubbles, cracking and discoloration by default in the surface materials and not by external agents, within a period of **FIVE (5) YEARS**.

FIRPLAK S.A it also guarantees its products against water leakage by the water saving flute.

This warranty applies to FIRPLAK brand products made of cold porcelain ® / synthetic marble such as:

washing machines, mops, sinks, dishwashers and ready-made accessories for kitchens and bathrooms. All products manufactured under the ECO brand have a **ONE (1) YEAR** warranty.

NOTE: *The appearance of products (granite) is based on a natural element, so there may be a little variation in appearance (granite). The products that can be ordered with this aspect are: dishwasher, sink, washing machine and counter-tops.

FULFILLMENT OF THE WARRANTY

- It is necessary to complain in writing to **FIRPLAK S.A**, any malfunction or identifiable defect to request a technical visit. **FIRPLAK S.A** will verify the damage and issue a technical diagnosis.

- **FIRPLAK SA** grants a maximum period of 3 business days to claim for damages or anomalies in the product (broken, missing parts, scratches or fissures, among others) identified at the time of delivery, from the 4th (fourth) day **FIRPLAK S.A** does not liable for damages of this kind.

- Travel and per diem expenses to be incurred by an authorized dealer for such work, outside of the cities mentioned below, are not covered by the warranty. **FIRPLAK S.A** reserves the right to verify the damage at the site where the product is located.

- Compliance and verification of the warranty is effective in the following areas:

BOGOTÁ, MEDELLÍN, CALI, PEREIRA, BARRANQUILLA, CARTAGENA, SANTA MARTA, MONTERÍA, SINCELEJO, CÚCUTA, BUCARAMANGA, MANIZALES, TOLIMA, IBAGUÉ, NEIVA, ARMENIA. Verification of the warranty is effective within the metropolitan area.

- **Please verify** that **all accessories for your product are in the packaging**, after compliance is received, no claims for missing accessories will be accepted.

- **Protect** with cardboard or cloth and masking tape when carrying out work on site that involves the use of glue, gray or white cement, muriatic acid or welding residues, as they can cause stains on the surface of the product.

SITUATIONS NOT COVERED BY WARRANTY LIMITATIONS AND EXCLUSIONS

FIRPLAK S.A. no se responsabiliza por la garantía de un producto cuando:

- The warranty period has expired.
- The product presents unauthorized modifications and made by other personnel outside of **FIRPLAK S.A.**
- Problems caused by installation or repair by personnel not authorized by **FIRPLAK S.A.**
- Damage caused by external factors generated by location work or failure to remove the protective packaging of the product.
- Problems caused by accidental or provoked conditions such as fire, vandalism, theft or the like.
- Abuse, mistreatment, neglect, accident, improper installation or operation by the buyer.
- When the handling of the product does not comply with the specifications indicated in the operation and maintenance manual of the product.
- In case of incorrect installations, abnormal conditions or different from those specified in the User, Installation and Operation Manual by third parties.
- If the drain or flute has not been installed at the factory and when it has not been altered by the customer.
- It cannot be demonstrated in any way that the product is of **FIRPLAK S.A.**
- If the **FIRPLAK S.A** product is subject to alterations, or if the repairs are carried out by persons other than the personnel authorized by **FIRPLAK S.A.**
- Use of the household product for commercial purposes.
- Damages associated with natural phenomena such as rains, floods, earthquakes, fires, among others.



Warning

RESIGNATION

- There will be no other warranty than the one agreed upon.

OTHER RIGHTS

- The warranty gives you all the rights granted by law, which may vary from country to country.



www.firplak.com

Sede principal: Calle 29 N° 41-15 (Itagüí - Antioquia), Teléfono: (574) 444 17 71

If you need help, please contact your [firplak business advisor](#).
tel: 4441771 (ext: 108). tel: 4441771 (ext: 131)