

LIMITED 25-YEAR WARRANTY FOR VENUX SINTERED STONE COUNTERTOPS

1. SCOPE OF THE WARRANTY

VENUX guarantees that its sintered stone countertops, available in 12mm and 20mm thicknesses, will be free from manufacturing defects under normal residential use for a period of 25 years, starting from the date of purchase. This warranty is granted to the first end purchaser of the product (consumer or user), is non-transferable, and cannot be assigned.

By activating this warranty, you acknowledge that you have been informed about the peculiarities of the different finishes and the commitment you undertake to follow the maintenance instructions in the VENUX Finish Manual (available at www.venuxsurface.com).

2. REGISTRATION REQUIREMENTS

To access the warranty, the buyer/consumer must request it through the website [www.venuxsurface.com] within 60 calendar days after purchasing the product. The request must include:

- The purchase invoice.
- The date of product installation.
- Proof of full payment.
- The name of the establishment where the product was purchased.
- The unique serial number present on the label and back of the slab.

“By accessing the warranty, the consumer/user consents to the inclusion of their data in VENUX's personal data files or any company within its corporate group, as well as the processing of such data to comply with the commercial purposes of the warranty.

The consumer/user is guaranteed that the personal data provided will be used for the purpose, in the manner, and with the limitations and rights granted by Spanish personal data protection regulations, particularly the rights of access, rectification, opposition, and cancellation, as well as rights to transparency in information, deletion (right to be forgotten), limitation, and portability, which can be exercised by sending a written communication to VENUX.”

3. LIMITATIONS OF THE WARRANTY

VENUX manufactures and supplies the sintered stone slabs but does not handle their final installation or the corresponding finishes. Therefore, this warranty does not cover expenses or risks arising from the installation process, transportation, installation of additional elements to the countertop, or assembly and disassembly for repair or replacement that are the responsibility of third parties.

VENUX will not provide warranty service if the requirements set forth in this document are not met, or if the information provided by the consumer is false, incomplete, or illegible.

VENUX reserves the right to inspect the product before taking any corrective action, so the consumer/user must allow access to the location where the product is installed. For this purpose, VENUX may conduct the inspection by the means it deems appropriate, without the consumer/user being able to obstruct the actions of the persons designated by VENUX for this purpose.

4. WARRANTY COVERAGE

In the event that a manufacturing defect is detected within the warranty period, VENUX agrees to replace the defective product with slabs of the same color and finish characteristics for a period of 25 years.

If the defective product has been discontinued or is not available at the time of replacement, VENUX will provide a product with a tone, caliber, and thickness most similar to the original that is in production at that time.

The warranty exclusively covers 12mm and 20mm thick slabs intended for countertops and work surfaces for private use, installed permanently and correctly in both indoor and outdoor residential homes and buildings.

The warranty does not cover slabs used for commercial purposes.

5. WARRANTY CLAIM PROCESS

As a prerequisite to requesting the warranty, the buyer must have paid 100% of the product price to the relevant commercial establishment.

The warranty request must be made through [www.venuxsurface.com], and must include the following documents:

- The original invoice or sales receipt, indicating the distributor or point of sale details, the purchase date, and the unique serial number of each slab.
- Proof of full payment of the invoice amount.

The decision to replace the product will be made exclusively by VENUX, and such decision will be final and binding for all parties involved.

6. WHAT THE WARRANTY COVERS

- Manufacturing defects related to the structural integrity of the surface.
- Damage to the finish due to material defects.

7. WHAT THE WARRANTY DOES NOT COVER

This warranty excludes defects caused by negligence or inadequate maintenance by the end purchaser or third parties, use of inappropriate materials in its installation, and, in general, any other irregularity or circumstance unrelated to the product itself.

By way of mere example, the following situations indicate that the product is not covered by the warranty:

- Ordinary wear caused by everyday use, such as stains, scratches, water marks, and burns.
- Cracks and chipping caused by impacts from heavy objects or movements of the supporting structure beneath the countertop or floor (e.g., furniture, foundations, or floors that move or settle).
- Products treated with chemical agents or coatings not authorized by VENUX.
- Damage caused by improper use or abnormal conditions, including breakage due to impact, chipping or cracks due to negligence or misuse by the customer.
- Natural variations in color, tone, grain structure, or gloss level of VENUX sintered stone surfaces, as these are designed to provide a natural and non-uniform appearance.
- Usage marks such as fingerprints, stains from household utensils, or scratches from metallic objects are not covered by this warranty.
- Specific colors that VENUX recommends exclusively for certain applications. If the customer does not follow the recommendations and uses those colors in unapproved applications, VENUX will be exempt from any liability concerning this warranty.
- Damage from structural movements of buildings or caused by natural disasters.

8. DISCLAIMER OF LIABILITY

This limited warranty replaces any other warranty, express or implied, including implied warranties of merchantability or fitness for a particular purpose.

VENUX shall not be liable for any indirect, incidental, or consequential damages in any case.

9. REPAIR OR REPLACEMENT

If a defect covered by the warranty is validated, VENUX, at its sole discretion, will repair or replace the defective material according to the conditions established in point 3.

VENUX's maximum liability cannot exceed the actual purchase price paid by the end customer for the product.

10. CLAIM PROCESS

To file a claim under this warranty, the buyer must provide:

- Proof of purchase (invoice or receipt).
- Proof of warranty registration within 60 calendar days from the purchase.
- A detailed description of the defect, accompanied by photographs or any other visual evidence that may assist in the evaluation process.

Claims must be submitted through the VENUX website or to the customer service email available on the page [www.VENUXsurface.com].

This limited 25-year warranty for VENUX sintered stone slabs ensures the quality of our surfaces, provided that the terms and conditions established herein are met. For any inquiries or claims, please visit www.venuxsurface.com.

11. JURISDICTION AND APPLICABLE LAW

This warranty will be governed and interpreted in accordance with Spanish law. Any dispute related to the warranty will be resolved before the Courts of Nules (Castellón - Spain), with express waiver of any other jurisdiction that may correspond.