

noken

PORCELANOSA BATHROOMS

WARRANTY CERTIFICATE

NOKEN DESIGN, S.A. (“NOKEN”) hereby warrants to the original buyer (“Buyer”) that the faucets and accessories sold by Noken in the United States of America and Canada under the Noken brand on or after May 4th, 2019 (“Products”) will be reasonably free of defects in materials and workmanship upon delivery and, when properly handled and installed, will conform to applicable manufacturing specifications.

COMMERCIAL WARRANTY

In the event that any chrome plated surface, PVD surface or Matte Black surface of a Product sold for installation in a commercial setting or sold to a contractor or other commercial Buyer for installation in a residential setting are found to be defective, NOKEN will, at its sole option, repair, replace or adjust the defective Products (or affected components), provided that the Buyer has given written notice of defect to NOKEN within sixty (60) months of the original purchase date together with proof of purchase (original sales receipt). In case of any other finish the warranty period will be twelve (12) months of the original purchase date.

For electronic components, internal components and hoses the warranty period will be twelve (12) months of the original purchase date.

This warranty excludes any labor charges, installation, or other consequential losses or incidental damages. This warranty is also subject to the limitations set out below under “Other Warranty Information” and to those set forth in any applicable terms and conditions of sale.

RESIDENTIAL LIFETIME LIMITED WARRANTY

In the event that any chrome plated surface or PVD surface of a Product sold to a non-commercial Buyer and installed in a residential setting are found to be defective during normal residential use, NOKEN will provide the Buyer the necessary parts to return the Products to good working condition. This warranty covers the Products installed in the Buyer’s home as long as the buyer owns it. NOKEN also offers a sixty (60) months warranty period of the original purchase date for Matte Black surfaces. In case of other finishes the warranty period for the surface is twelve (12) months of the original purchase date.

The use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome, PVD, Matte Black surfaces will void this warranty. This warranty excludes any labor charges, installation, or other consequential losses or incidental damages.

For any other defects in material and workmanship found to exist in the Products, the warranty period is twenty four (24) months of the original purchase date (except cartridges with a warranty period of 48 months from the original purchase date). NOKEN will, at its sole option, repair, replace or adjust the Products (or affected components).

This warranty is subject to (a) NOKEN’s receipt of written notice from the Buyer of the alleged failure or defect within the term of warranty, together with proof of purchase (original sales receipt), and (b) the limitations set out below under “Other Warranty Information” and those set forth in any applicable terms and conditions of sale.

OTHER WARRANTY INFORMATION

EXCEPT AS EXPRESSLY SET FORTH ABOVE, NOKEN MAKES NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING ITS PRODUCTS, AND HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Such warranty (“this warranty”) shall be void upon the occurrence of any one or more of the following events: (a) defects, damage or failure caused by the carrier, installer or any other third party; (b) the Products are installed in a way that is contrary to specifications applicable to the Products; (c) the Products are damaged or malfunction as a result of modifications of any type made to the Products for any reason, or components supplied by the installer; (d) damage caused by accident, misuse, or careless handling, including, without limitation, in the case of bathtubs lifting unit by plumbing and abrading finish; (e) damages caused by incorrect operation, or operation in conflict with any written specifications provided by NOKEN; (f) the Products are damaged because of lack of

proper routine maintenance, or use of abrasive or improper cleaners; (g) defects or damage that could and should have been discovered, repaired or avoided by proper inspection and testing before installation; (h) the Products are damaged by acts of God, such as storms, floods, lightning, earthquakes and other natural disasters. (i) the Product's installation in a saline, adverse and/or dangerous or aggressive environment; (j) using seawater, algae or sludge; (k) The bad quality of water supplies or adverse atmosphere of the place where the Product is installed. (N.B. The use of highly concentrated chlorine and cleaning products containing chlorine can severely damage the unit's accessories. This damage might lead to leaks and serious problems.

The Warranty shall not cover:

- Wear to wear and tear parts such as seals;
- Breakage of breakable components such as glass or bulbs;
- The exhaustion of consumable materials such as batteries, filters, aerators;
- Display products and similar.
- Missing pieces that have not been reported within the first 30 days after the original purchase date.

This warranty does not cover variations in color or shade fidelity between catalogue images and the actual Products, nor does it include labor, transportation, or other costs incurred in the removal and/or reinstallation of the original Products and/or installation of replacement Products, or any costs incurred in obtaining access for repair. To the maximum extent permitted by applicable law, NOKEN expressly excludes from this Warranty, and will not pay for, any damages, including without limitation direct or indirect, consequential, special or punitive damages. This warranty extends only to the Buyer and is not transferable. Under no circumstances shall the Company's liability exceed the purchase price of the Product.

Any controversy arising from the interpretation and/or application of this certificate of guarantee shall be submitted to the Courts and Tribunals of Vila-Real, Castellón (SPAIN), except in the event of claims placed by the consumer or user, in which case the following procedures may be adopted:

- Consumer arbitration.
- The Courts and Tribunals corresponding to the consumer and user's address or the place of performance of the obligation.

This certificate, together with the sales invoice, is the only valid warranty provided by Noken for all Products sold from May 4th, 2019 onwards; no modifications thereto will be accepted.

This warranty provides specific legal rights; other rights may apply and vary from state to state. NOKEN will not be responsible for any statements or representations made in any form that go beyond, are broader than, or are inconsistent with any authorized literature or written specifications furnished by NOKEN. Some states do not allow limitations on how long an implied warranty lasts, or on special, incidental, or consequential damages. As a result, some of these limitations may not apply to you.

To obtain warranty service, contact Porcelanosa in writing: info@porcelanosa-usa.com. Please visit our website for additional information on Porcelanosa and its products and services.