

MANUFACTURER'S WARRANTY CERTIFICATE FOR WATERPROOFING SYSTEMS

Flexible waterproofing membranes and shower systems

Estil Guru, S.L.U., manufacturer of waterproofing systems, with registered address at Polígono Industrial El Pla, Carrer dels Telers, 22 - P.O. Box 584 - 46870 Ontinyent - Valencia, guarantees the quality and performance of its waterproofing products under the terms and conditions set out below:

Warranty conditions

Estil Guru, S.L.U. guarantees that the flexible waterproofing membranes comply with the applicable technical specifications and quality standards, specifically those derived from **Standard EN 13956**.

Estil Guru, S.L.U. guarantees, for a period of 10 years from the date of the original purchase invoice issued to the distributor, that its waterproofing systems, **FLEXIBLE WATERPROOFING MEMBRANES AND SHOWER SYSTEMS**, are free from any defect in materials or workmanship that prevents their normal operation under correct conditions of transport, storage, use, installation and maintenance.

Exclusiones y limitaciones de las garantías

For the warranty provided by this certificate to be fully valid, the waterproofing systems must be installed in accordance with the specifications detailed in the **INSTALLATION GUIDE** in force at the time of installation.

The warranties included in this Certificate shall be provided by **Estil Guru, S.L.U.** subject to the general terms and conditions set out below:

- This warranty is limited to covering retail sales made by the distributor authorised by **Estil Guru, S.L.U.**
- Warranty rights may be claimed during the established validity period and immediately upon detection, except in the case of visible defects, in which case the claim must be made within a maximum period of two months from the date of delivery to the purchaser and always before installation.
- In general, damage and malfunctions of the waterproofing systems shall be excluded from the warranty rights established herein when they arise from:
 - Accidents or negligent, improper or inappropriate use.
 - Failure to follow the installation, use and maintenance instructions set out in the **INSTALLATION GUIDE** provided by **Estil Guru, S.L.U.**
 - Damage to the surface on which the waterproofing systems are applied as a result of actions by third parties, earthquakes or any other force majeure events beyond the normal conditions of use of the product and beyond the control of **Estil Guru, S.L.U.**

Claiming warranty rights

Any customer or user of the waterproofing systems who considers that there are justified grounds to claim the warranty rights established in this document must proceed as follows:

1) Immediately provide written notice

- To the company that sold the waterproofing system.
- Failing that, to the Customer Service Department of **Estil Guru, S.L.U.**, Polígono Industrial El Pla, Carrer dels Telers, 22 - P.O. Box 584 - 46870 Ontinyent - Valencia, Spain, at the contact email address: atencionalcliente@estilguru.com

The communication must be accompanied by a copy of the proof of purchase of the waterproofing material subject to the claim, showing the date of purchase.

2) Once the claim has been received by **Estil Guru, S.L.U.**, the After-Sales Service Department shall analyse it and determine, with justification, whether it is admissible or not under the provisions of this limited warranty document, informing the customer of the decision and of the instructions to be followed. In all cases, the procedure to be followed shall be:

- Using the invoice provided by the claimant, the point of sale shall be verified so that the authorised distributor that sold the material can physically confirm that the loss or damage subject to the claim was caused as a result of a defect in the system.
- In the event of positive verification by the authorised distributor, the supplier, Estil Guru, S.L.U., shall send one of its own technicians who, after the relevant inspection, shall open the corresponding claim report and inform the insurance company as soon as possible.
- **Estil Guru, S.L.U.** shall not be liable to the customer, either directly or indirectly, for any breach or delay in the performance of its warranty obligations that may be caused by third parties, force majeure events or any other unforeseen incident beyond its control.
- The liability of **Estil Guru, S.L.U.** arising from this Warranty Certificate shall be limited to the obligations set out above and, in quantitative terms, to the amount insured under Product Liability with civil liability insurance policy no. 32739229 taken out with Allianz, Compañía de Seguros y Reaseguros, S.A.
- **Estil Guru, S.L.U.** shall only be liable for problems caused by the waterproofing systems **FLEXIBLE WATERPROOFING MEMBRANES AND SHOWER SYSTEMS** sold by an authorised distributor.
- **Estil Guru, S.L.U.** shall not process claims when the authorised distributor is not up to date with its payments to **Estil Guru, S.L.U.**

This **Warranty Certificate** enters into force from the date of the first invoice issued by the company

As **authorised distributor**, to guarantee the waterproofing systems with:

[illegible]

Issued by and sold by the same party for installation by the company:

Country:

For Estil Gurú, S.L.U.

For the distributor