



WARRANTY CERTIFICATE

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INALCO's warranty policy is based on the concept of business excellence. It outlines the company's commitment to total quality in every single one of its processes, products and services, taking into account environmental protection, the prevention of occupational hazards, the health and safety of all its staff, and the different specifications of the countries where the company's goods are sold.

INALCO offers the following guarantees:

- All its products are manufactured in accordance with the legislation in force and specific regulations, ensuring environmental care and occupational health and safety.
- All the first-choice products manufactured by INALCO comply with the requirements contained in the current ISO 13006 standard.
- INALCO has a quality control system in place covering the whole of its production and product storage processes. Any fault or defect in the system is reviewed and amended.
- INALCO's products are guaranteed for a period of 5 years, with the exception of defects due to their faulty installation, use or care. **See the Appendix.**

ECOINALCO is INALCO's public commitment to the environment and to society. It encompasses all the human and technological resources aimed at preventing the negative impacts of its activities, in addition to constant reviews of processes and investment in order to ensure sustainable development in keeping with the company's principles.

INALCO has been awarded an Integrated Environmental Authorisation¹, aimed at the global prevention and reduction of pollution and the maintenance of an overall level of environmental protection.

INALCO's environmental policy can be summed up as follows:

1) **The onsite reduction, re-use and recycling** of waste materials, human resources planning, and the integration of environmental management in all walks of the company.

- All the waste materials produced during the manufacturing process are handled by authorized waste disposal companies.
- INALCO's **MDi iTOP** product contain 40% to 50% recycled raw materials.

¹ Spanish Act 2/2006 of June 1st on Pollution Prevention and Environmental Quality

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2) **The optimized consumption of resources**, establishing guidelines to this effect for each of the different manufacturing phases and for all the other company departments.

- Water consumption in the production process has been reduced by more than 70% thanks to the use of H2O FULL DIGITAL technology, which introduces water as base for inks and enamels decoration.
- All consumed water is treated and processed for re-use, thus reducing water consumption and ensuring zero liquid discharges.

3) **The reduction of emissions.**

INALCO controls and filters all atmospheric emissions, and it fosters different strategies to reduce greenhouse gases in order to meet the objectives of the Kyoto Protocol.

- Investment in new technologies allows Inalco to boost its productivity, reducing the consumption of both energy and natural resources in the manufacturing of its products.
- INALCO uses natural gas as an energy source, because it is the least pollutant.

4) **Technology and innovation.**

INALCO researches and innovates in the fields of new treatments, materials and manufacturing processes in order to develop products that cause less pollution, suitable for use in sustainable architecture.

5) **Contribution to the obtainment of LEED² points.**

INALCO manufactures a wide range of products that contribute to the obtainment of LEED points in order to improve the quality and sustainability of buildings and their impact on the environment.

6) **Safety and Health at work.**

INALCO provides all the necessary technical, human and financial resources to guarantee the safety of its workers from potential occupational risks, as defined in the Spanish Occupational Health and Safety Act³.

2 LEED (Leadership in Energy and Environmental Design) is a certification system developed by the US Green Building Council, which evaluates buildings based on criteria in the fields of sustainability and efficiency.

3 Spanish Act 31/1995 on Occupational Health and Safety

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APPENDIX:

WHAT DOES THE WARRANTY FOR MDi iTOP PRODUCTS BY INALCO COVER?

MDi iTOP products by INALCO are guaranteed as being free from manufacturing defects. INALCO undertakes to replace any faulty slabs free of charge over a period of five years from the purchase date.

A copy of the invoice and receipt of payment must be kept by customers in the event of possible claims.

INALCO reserves the right to refuse to admit a warranty claim in the event of non-compliance with any of the requirements detailed herein or if the information provided by the consumer proves to be false, incomplete or illegible.

Under no circumstances shall INALCO be liable for any damage or defect that is incurred for reasons beyond its control or for products used in applications other than private ones.

EXCLUSIONS FROM THE MDi iTOP WARRANTY BY INALCO:

Any MDi iTOP slabs that are fitted which already had a pre-existing factory defect on supply. The fitter of the product shall be responsible for deciding whether the slabs are in a suitable condition for use. If a defect is observed in any product sold or supplied by INALCO, the said product's owner must take the necessary steps, at their own liability, to prevent any third-party damages.

Damage due to defects or omissions in the technical plans for the building projects where the MDi iTOP products by INALCO are installed.

The warranty does not cover the cost of the transportation, fabrication, installation and/or disassembly for repair or reinstallation purposes of MDi iTOP surfaces. Neither does it cover damage or defects due to the product's improper transportation, handling or storage.

The warranty does not cover any resulting or unforeseen damage, loss or expense apart from the product in itself. This exclusion includes damage to products or facilities, as well as additional or supplementary plumbing, electrical or building repairs needed to repair or replace MDi iTOP products by INALCO. These are the consumer's responsibility.

Under no circumstances can INALCO be held liable for accidental damage of any kind, apart from the defects in the product to be replaced. This exclusion includes damage to the building, its contents and to persons.

Any damages that might be incurred from the appearance of the defect for which a warranty claim is being made, including damages that might be incurred during the submission and processing of the claim and during the entire process of the product's replacement for the consumer or for a third party.

Any direct or indirect damage due to work by persons other than those authorized by INALCO.

Any defect or visual flaw caused by the adhesives used as a bonding material or by the putty used in the joints.

Cracks that appear after the material's installation are not an indication of a faulty product. They might be due to structural movements in the building, to placing too heavy a load on the MDi iTOP product by INALCO or due to knocks to the material once installed.

Damage as a result of natural disasters or products or agents beyond INALCO's control are excluded from the warranty.

Damage or defects to the MDi iTOP product in the event of non-compliance with any of the recommendations regarding transportation, handling, storage, installation, cleaning and care given on the company website (<https://www.inalco.es/en/>)

Chipping is not a sign of a faulty product but a result of improper transportation, handling and/or installation. Care must be taken not to scratch or knock the edges or corners of the slabs.

Exposure to abnormal physical or chemical conditions are expressly excluded from the warranty cover. These include impacts, structural movements, the use of chemical substances like hydrofluoric acid or corrosive agents.

Imperfections that might appear due to every-day use, such as stains, scratches, knocks or burns.

In order to conserve the visual appearance and design of MDi iTOP, it is essential to use suitable chopping boards and mats for hot pans or other recipients.

Scouring pads or aggressive substances that might damage the surface of MDi iTOP products by INALCO must never be used. These include bleach, solvents, turpentine, acetone, stain remover and ammonia.

To maintain the original appearance of the MDi iTOP slab for a longer time, it is recommended to avoid the prolonged deposit of fats, oils, vinegar, toamto, citrus juice...

Differences between samples or photographs of INALCO products and real purchased ones. The samples are a general indication of the design, pattern, visual appearance, colour and finish. They are NOT guaranteed to be an exact replica of MDi iTOP surfaces by INALCO.

If replacement materials for faulty products are no longer available or the model has been modified, INALCO reserves the right to replace them with others of a similar price and quality.

INALCO reserves the right to modify or discontinue any of its products without the need to notify its customers or end users. It shall not be held liable in any way for such modifications or discontinued products.

In the event of the product's manipulation and/or repair without INALCO's prior written approval, this warranty shall become invalid.



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