



Contractual Warranty

Before installing **ARAFORROS** products, read carefully the Transport, Storage, and Cleaning instructions, as well as the Contractual Warranty; the Contractual Warranty covers the following product lines: **Vinyl Ceiling Covering** and **Accessories for Vinyl Ceiling Covering**. This Contractual Warranty complies with the Consumer Protection Code.

ARAFORROS' Ceiling decorative PVC Covering are warranted against any manufacturing defects for a period of 10 years as from the purchase date. For any complaints, go to the respective store or point of sale and take your tax receipt. Our warrant entitles the consumer to have their proven defective PVC Covering replaced with the PVC Covering available on the complaint day, of an equal or similar quality than that of the replaced product. Costs involved in the removal and reinstallation of the product are, nonetheless, excluded from our warrant. The following items are also excluded from this warranty's coverage:

- Any changes or damages caused by using the product outdoors or exposure to the weather, a purpose our products are not fit for;
- Any change or damaged due to the installation nearby a heat source (salamander stove, fireplace) and a naked flame;
- Expenses involved in the removal of defective components and replenishment of replacement components;
- Damages arising out of the installation, use or maintenance of the product not compliant with our recommendations;
- Changes to the appearance, color, etc. due to regular product wear and tear.

IMPORTANT

- Check product conditions upon receipt. Unloading, handling, storage, as well as damages and losses arising out of this process are under Consumer's responsibility;
- Keep your purchase tax receipt, the warranty is only valid upon its presentation;
- Keep the tag with product barcode, the warranty is only valid upon its presentation. Through that tag, ARAFORROS will track the product and the defect cause;
- Product warranty is directly connected to the compliance with transport, storage, cleaning, and installation instructions, as provided on the back of the package and/or at Araforros website;
- Upon identification of any defect, please contact the reseller who sold you the product before installation to start a service process. In every case, have at hand the number of the purchase receipt and product's tag, in addition to this Contractual Warranty. It is up to ARAFORROS, by contacting the reseller, to decide on whether to perform or not the technical inspection;
- The warranty is only valid if the technical area of ARAFORROS finds a manufacturing problem and/or defect in the product;
- No replacement or return shall result in a refund;
- The information provided in this Contractual Warranty may be changed without any prior notice.

ITEMS EXCLUDED FROM THE WARRANTY

This warranty does not cover:

- Color and texture variations between different batches or compared to a reference sample, as well as different product lines, as long as such differences are due to the natural characteristics of the PVC product;
- Breakage and/or any kind of (intentional or inadvertent) damage on the product not arising out of manufacturing defect and/or fault, as evidenced by ARAFORROS technical area;
- Time loss, business losses, profit or economic losses as a result of the use or inability to use the product, among others;
- Defects and/or problems caused by falls, collisions, spillage, or use of products other than water, such as abrasive and/or corrosive products; drillings, accidents during the transportation and/or any inappropriate use that may compromise the product, as well as regular wear and tear; problems and/or defects arising out of natural phenomena, lack of maintenance, or actions of natural agents like the sun, pollution, among others.

APPLICATION OF THE CONTRACTUAL WARRANTY

- Visible defects must be reported before product installation within no more than 90 days, as from the actual product delivery date by the Reseller to the Consumer. As the product is installed, it shall be deemed accepted;
- If a manufacturing problem and/or defect is found on the product after the installation (flaw and/or hidden defect), the claims can be made within up to 90 days as from the purchase date;
- Once evidenced the manufacturing problems and/or defects claimed within the provided term, ARAFORROS shall undertake the repair and/or replacement of the purchased product within the legal deadline, only considering the products affected by the problems and/or

defects. Nevertheless, in order to be entitled to the warranty, the Consumer must observe and comply with all the conditions provided in the Contractual Warranty;

- Under no circumstances shall ARAFORROS be held liable for any indemnity above the replacement cost of the product with problems and/or defects;
- All products replaced pursuant to the warranty must be returned to the factory and shall become exclusive property of ARAFORROS.

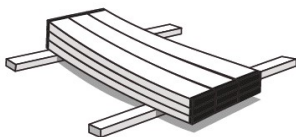
VINYL CEILING COVERING

IMPORTANT NOTES

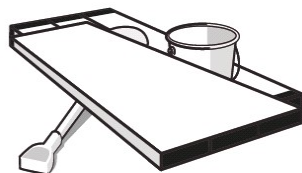
- The professional carrying out product installation must have prior knowledge of the installation instructions;
- For use in industrial environments, please contact our Technical Department;
- The information provided in these installation instructions does not apply to the PVC vinyl ceiling used as a façade covering or vertical sealing elements, either subject or not to the direct action of the weathering;
- Different batches may have different shades. Keep them separated;
- Safety equipment protects health and life. Require its use;
- Do not apply adhesive tapes on the profiles; if needed, only use masking tapes for short periods.

STORAGE, TRANSPORT AND CLEANING

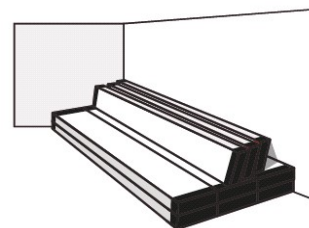
Storage



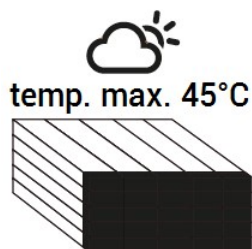
Do not storage it on a uneven floor or a uneven surfaces



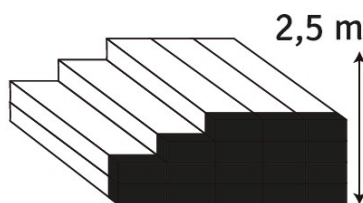
Do not place or lean objects on the packages in order to not damage them



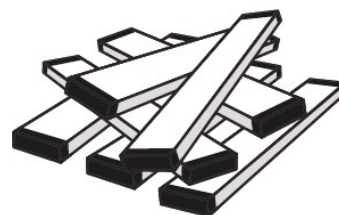
When storing it, always position the product horizontally, never vertically, or inclined against the wall



Store it indoors, in a ventilated area with temperature below 45°C, far from sun light and other heat sources



Stacks must not be higher than 2.50 m



Avoid excessively moving the packages before use

Transport

* Don't change the storage place all the time. Always transport the products aided by someone or using appropriate wheelbarrows;



* Don't drag stacked packages. Don't step on or walk on the packages;

* Don't store them with other products that may damage them, such as plaster, paint, and cement;

* Don't tie them or employ means that may compress the packages;

* To protect the product from the weather, avoid using dark plastic tarpaulins, especially black ones. Make sure that there is proper ventilation.

Cleaning

* For cleaning the product, use nothing but a smooth cloth, water and soap or neutral detergent;

* Don't use chlorine-based products or abrasive solvents.

Recognized Quality



Proven Social Responsibility



For the complete Warranty and more information, refer to www.araforros.com.br

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