



## 15-year Residential Countertop Limited Warranty

TAU CERAMICA SOLUTIONS, S.L.U., manufacture of the brand ASCALE by TAU, hereinafter, TAU, warrants to the original end user/buyer. That its ASCALE 12mm surfaces used for the purpose of a residential countertop installation will be free of manufacturing defects for a period of 15 yrs. from the date of original purchase. The end user/buyer must register their ASCALE 12mm countertop with TAU, within 30 calendars of original purchase to obtain coverage under this 15 yr. Residential Limited Warranty. Furthermore by registering the ASCALE 12mm countertop with TAU the end user/buyer agrees to be bound by the terms and details of this warranty document.

### Coverage:

TAU, will replace a defective ASCALE 12mm product for a period of up to 15 years, with the same color, type and finish installed during the original purchase. In the event that the defective product is discontinued or unavailable at the time of replacement, TAU, will supply an ASCALE product of similar color, type and finish as an equal substitute. This warranty is solely for the replacement value of the ASCALE product installed and not inclusive of fabrication, installation, replacement or loss of use costs. *NO commercial installations are covered under this warranty.*

### Product Registration:

The End user / Buyer must register their ASCALE 12mm countertop with TAU, no more than 30 calendar days from the final date of installation, to obtain coverage under this warranty. Product registration must be made online at [www.ascale.es](http://www.ascale.es) under the WARRANTY / CLAIMS section. A copy of the final installation invoice must be submitted at time of registration. The invoice must clearly identify the purchase date, payment in full confirmation as well as the commercial establishment name and contact information where the product was purchased from. Failure to provide the required registration information will null and void the registration and warranty.

### Claims:

To file a claim under this warranty. The end user/buyer must submit a claim request to TAU online at [www.ascale.es](http://www.ascale.es) under the WARRANTY / CLAIMS section. The ASCALE counter top must be paid in full to the local supplier and an original proof of purchase must be submitted at time of claim. TAU at its sole discretion may elect to request additional information regarding the claim request. Failure to provide any requested or noted information will null and void the claim. TAU will review the claim and contact the end user/buyer via email or telephone call to discuss the claim. TAU at its discretion will take the necessary steps to inspect the ASCALE surface being claimed. After inspection TAU will make a final binding determination on the claim being made. And either issue a replacement of the ASCALE material or deny the claim with a written explanation.

### Residential Limited Warranty Exclusions

- The warranty covers the value cost of replacing the ASCALE 12mm surface only. And does not include any other cost associated to the installation of the replaced ASCALE surface such as transportation, fabrication and installation or any cost associated with the original installation.
- Damages caused during handling, transportation, installation and fabrication are not covered under this warranty.
- Seam appearance, quality and durability are not covered under this warranty.
- Damages occurring due to lack of care and maintenance as outlined in the ASCALE care and maintenance guide under the Vanities and Counters section.
- Any damage caused by user abuse, accidental damage or acts of god/nature. Including but not limited to high impact force, corrosive chemical exposure, structural movement or excessive weight on the ASCALE surface.
- Aesthetic dissatisfaction or buyer's remorse are not covered under this warranty.
- Counters that have been moved from their original location are not covered under this warranty.
- ASCALE is manufactured from 100% all natural products. As such variations in color, finish and tone may vary between final installation and samples. This warranty does not cover such variations.
- Imperfections, marks due to normal wear and tear are not covered under this warranty.
- Post installation damage caused by other trades such as plumbers and electrician are not covered under this warranty.
- Defects which were visible at time of fabrication and installation are not covered under this warranty. It the responsibility of the installer to fully inspect the ASCALE slab prior to fabrication or installation.

No other kind of guarantee is granted, whether specific or implicit, including the marketing or suitability for a specific purpose. Except when established in this document, TAU will not assume any kind of contractual or extra-contractual responsibility for any loss or damage and direct, fortuitous or consecutive prejudice, as a result of the use or impossibility to use the ASCALE by TAY product. This guarantee grants specific legal rights, and there may also be other rights which will vary depending on the State. Certain States do not permit the exclusion or limitation of the implicit warranties or of the fortuitous or consecutive damages or losses, and consequently it could occur that the above limitation or exclusion is not applicable. TAU does not grant any other kind of guarantee, declaration or warranty (express or implicit) with regard to its products, except in the measure established in this document. Nobody except TAU is authorized or empowered to grant any class of promise, declaration or warranty with regard to the ASCALE by TAU product.

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