

GENERAL WARRANTY FOR CERAMIC PRODUCTS

By purchasing a product from **GABRIELLA REVESTIMENTOS CERAMICOS LTDA**, you are receiving a product of the highest quality!

Upon receiving your product, please ensure that it has the characteristics described on the box and on the invoice.

GABRIELLA REVESTIMENTOS CERAMICOS LTDA guarantees its customers full clarification regarding any defects in products that may be claimed and will carry out a technical inspection whenever deemed appropriate. If you have any questions, please contact one of our sales representatives at **+55 (48) 3431 7000**. Products with apparent defects lose their warranty if they are installed or used.

The total warranty period is **five years** from the date of signature on the invoice receipt. This total period includes the legal warranty periods provided by the Consumer Protection Code as well as the voluntary contractual warranty of **GABRIELLA REVESTIMENTOS CERAMICOS LTDA**, totaling five years.

This warranty does not cover the exchange, replacement, or substitution of products subject to natural wear and tear from regular use. It also does not include damages resulting from improper transportation by third parties, falls, mishandling, installation not in accordance with technical standards, misuse, and other reasons beyond our control.

We will be pleased to assist you!