

LIMITED WARRANTY.

KOMCRET MICROCEMENTO S.L. 2026



LIMITED PRODUCT & WORKMANSHIP WARRANTY

This Limited Warranty applies to all decorative surfaces installed by **KOMCRET MICROCEMENTO S.L.**, including floors, walls, staircases, furniture and any other surfaces finished with the KOMCRET Microcement System, provided that all installation, maintenance and usage requirements set forth herein have been fully complied with.

1. Warranty Coverage

KOMCRET MICROCEMENTO S.L. warrants that, for a period of **two (2) years** from the date of signature of this Warranty Certificate, the KOMCRET Microcement System supplied and installed under the corresponding quotation or invoice shall be free from defects in materials and workmanship.

Should a defect covered by this Limited Warranty arise during the warranty period, KOMCRET MICROCEMENTO S.L. shall, at its sole discretion, repair the affected area at no cost to the customer.

This warranty applies exclusively to defects directly attributable to:

- defective workmanship carried out by KOMCRET MICROCEMENTO S.L.; or
- manufacturing defects inherent to the KOMCRET Microcement System,

provided that such defects are verified and acknowledged by KOMCRET MICROCEMENTO S.L.

Visible damage must affect an area of at least **10 cm²** or **10 linear centimetres** in order to qualify for warranty service.

Repair of the defective area shall constitute the sole remedy available under this Limited Warranty.

2. Warranty Exclusions

This Limited Warranty shall not apply under any of the following circumstances:

2.1 Unauthorized Installation

Where the product has been installed, repaired or modified by any person or contractor not expressly authorised by KOMCRET MICROCEMENTO S.L.

2.2 Failure to Follow Maintenance Instructions

Where the customer has failed to comply with the cleaning, maintenance or care recommendations provided by KOMCRET MICROCEMENTO S.L.

By signing this document, the customer acknowledges having received and understood such maintenance recommendations.

2.3 Customer Negligence or Misuse

Damage resulting from negligence, misuse, abuse or accidental damage is specifically excluded, including but not limited to:

- cigarette burns;
 - scratches;
 - dragging furniture;
 - cuts;
 - rust stains;
 - severe impacts;
 - pet urine;
 - prolonged moisture caused by flowerpots or planters;
 - or any comparable external cause.
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3. Structural Movement Disclaimer

The KOMCRET Microcement System incorporates fibreglass mesh reinforcement in order to minimise the possibility of surface cracking.

However, no microcement system can eliminate or prevent structural movement originating from the substrate.

Accordingly, KOMCRET MICROCEMENTO S.L. shall not be liable for cracks, fissures or other defects caused by:

- substrate movement;
- structural settlement;
- shrinkage;
- expansion;
- moisture;
- deformation;
- vibration; or
- any inherent defect of the supporting substrate.

For new cement screeds or substrates, KOMCRET MICROCEMENTO S.L. recommends a minimum curing period of **28 days** before installation.

4. Exterior Applications

The customer acknowledges that exterior installations are naturally exposed to:

- thermal expansion and contraction;
- direct sunlight;
- rainfall;
- humidity;
- weathering; and
- seasonal temperature fluctuations.

These environmental conditions significantly increase the likelihood of movement and cracking compared with interior applications.

Such conditions are beyond the control of KOMCRET MICROCEMENTO S.L. and shall not constitute a warranty claim.

5. Limitation of Liability

This Limited Warranty is personal to the original purchaser and is strictly **non-transferable**.

The warranty is limited exclusively to repairing the defective microcement application.

Under no circumstances shall KOMCRET MICROCEMENTO S.L. be liable for any indirect, incidental or consequential damages, including but not limited to:

- removal or relocation of furniture;
- repainting;
- cleaning;
- transportation;
- plumbing works;
- electrical works;
- accommodation expenses;
- loss of business;
- loss of profits; or
- any similar costs.

6. Recommended Maintenance

Routine maintenance consists of regular cleaning using a neutral pH floor cleaner or neutral soap.

Floor maintenance waxes may occasionally be added to the cleaning water as part of normal maintenance.

7. Exclusive Warranty

This document constitutes the entire warranty offered by KOMCRET MICROCEMENTO S.L.

No other express or implied warranties shall apply.

Under no circumstances shall the customer be entitled to any monetary refund or compensation other than the repair expressly provided under this Limited Warranty.

Repairs performed under this warranty shall not extend or renew the original warranty period.

8. Conditions for Warranty Validity

Warranty service shall only be available upon presentation of:

- proof of full payment of all contracted works;
- this Warranty Certificate duly completed;
- company stamp; and
- authorised signature.

WARRANTY CERTIFICATE

This is to certify that

Mr./Ms. _____

Passport / ID No. _____

has obtained this Limited Warranty in connection with:

Quotation No.: PRE-XXX

or

Invoice No.: _____

dated ____ June 202X.

This Warranty is issued in accordance with the terms and conditions set forth above.

Customer Signature

For KOMCRET MICROCEMENTO S.L.

Authorised Signature & Company Stamp
