

ROCA EXPORT AMERICAS GENERAL WARRANTY TERM

1. Warranty Periods and Scope

1.1. Warranty Terms:

1.1.1 ROCA guarantees its products against any defects arising from manufacture, following the guidelines contained in the manufacturer's manual, being jointly and severally liable as a result of defects in the quality of the material that makes the product unusable or unsuitable for the consumption for which it is intended, for the periods indicated below, provided that during the normal use of **residential use**, counted from the date of issuance of the invoice, regardless of the date of installation of the product:

Product	Term
Electronics ¹	5 (five) years
Toilet Seats: With SoftClose® – cushioned drop ¹	2 (two) years
Toilet Seats: No SoftClose® – free fall	1 (one) year
Vanities	1 (one) year
Vitreous China	10 (ten) years
Faucets	10 (ten) years
Hydromassage Columns	5 (five) years
Bathtubs	1 (one) year
Steel or Iron Bathtubs	10 (ten) years
Shower Trays	10 (ten) years
Plastic installation systems and spare parts	1 (one) year

1.1.2. During the period comprising the first 12 (twelve) months of the warranty period will be included in the warranty the labor costs of the services performed exclusively by the network of Certified Technical Posts of Roca.

1.1.3 Products installed in public spaces, for industrial use, for collective use will have their warranty period indicated in **item 1.1** of this **Term** reduced by half the time, and labor costs will also be covered for half of the reduced warranty period.

1.1.4 Hydromassage columns, bathtubs, electronics and furniture, installed outdoors will not be covered under warranty.

¹ Except Electronic Seat = 1 (one) year

1.1.5. This Warranty Term does not include transportation, freight and insurance expenses. These costs will be responsibility of the consumer and will be outlined separately.

1.1.6. This Warranty Term is valid throughout the Americas and applies to products of the Roca, Incepa, Celite and Logasa brands purchased and installed in the Americas, excluding Brazil, Argentina, Mexico and the United States.

1.1.7. The warranty is supplementary and complementary, meaning that the deadlines mentioned in item **1.1** include the period of ROCA's voluntary contractual guarantee.

2.Exclusion of Warranty Coverage

2.1. The following are expressly excluded from the warranty:

- a) product components that naturally wear out with regular use, including (but not limited to): non-rechargeable batteries, rechargeable batteries, seals, gaskets, trims, drawers, sealing rings, moving plastic parts, rubber diaphragms, automatic closing mechanism and conventional rubber sealing mechanisms (MVS); Spare parts are guaranteed for one (1) year.
- b) Products that exhibit signs of inadequate cleaning and/or cleaning performed improperly, such as the use of chemicals, flammables, solvents, cleaning abrasives, steel sponges/wool, double-sided sponges, sandpapers, acids, bleach, and/or items that do not comply with the recommendations outlined in item 4 of this Agreement.
- c) defects or damage to the product caused by fortuitous event or force majeure;
- d) defects or damages in the product caused by third parties, resulting from improper handling for maintenance purposes, improper installation, performance of technical services by third parties not authorized by **ROCA** and / or in disagreement with the recommendations contained in the installation manual that accompanies the product;
- e) defects or damage to the product resulting from the use/installation of non-original parts and/or product containing inappropriate parts, without formal prior authorization from Roca;
- f) defects or damage to the product resulting from dirt, fouling and/or the presence of foreign materials not inherent to the product;
- g) defects or damages in the product resulting from hydraulic and electrical installations in disagreement with the current regulations. The hydraulic network must not show huge pressure variations;
- h) defects or damage to the product resulting from specification or application errors;
- i) defects or damage to the product resulting from the abnormal use and/or misuse of the product by the consumer, including (but not limited to): scratches, cracks, breakage, or dents in the product;

- j) defects or damage to the product resulting from its use in places with non-potable water, impurities or strange substances to it;
- k) defects or damage to the product resulting from its placement in high temperature environments and / or aggressive atmosphere;
- l) defects or damage to the product resulting from the use of the product without compliance with the guidelines provided for in the installation manual accompanies the product;
- m) damages resulting from improper transport of the product;

3. Activation of the Warranty

3.1 To benefit from the warranty, the consumer must contact Roca, or the importer when applicable, within the warranty period, presenting the defective product, accompanied by the respective purchase invoice. The product will be analyzed, and if a defect is found, it will be replaced;

3.2 For this purpose, the consumer can use the Certified Technical Posts of Roca of the brands Roca, Incepa and Celite, and may also contact Roca through the e-mail support.america@roca.com, or through the corresponding website:

www.br.roca.com

www.roca.es

www.export.roca.com

www.banheirosincepa.com.br

www.celite.com.br

4. General Recommendations

4.1. To ensure proper maintenance of the purchased product, ROCA BRASIL recommends cleaning it with a clean, soft, and damp cloth using water and neutral soap at least once a week. The use of abrasive products is not recommended, and it is important to follow the guidelines provided in the manufacturer's manual. For furniture, cleaning should only be done with a slightly damp cloth to prevent damage to the material.

4.2. If the faucet is installed in a place where it is little used, in coastal areas and / or places where the atmosphere is considered aggressive, **ROCA** recommends the use of silicone-based liquid wax to protect the products.

4.3. In furniture, the oxidation of metallic parts or mirrors will be considered as natural wear.

4.4. Plastic or wooden parts may have the original color of the product changed with the direct incidence of sunlight.

5. Important Information

5.1. When receiving the product, make sure that it conforms to the stated characteristics. Defective products will be repaired or replaced upon verification by **ROCA's** Technical Services Department. In the case of a product with a visual defect visible before installation, **ROCA** will replace the product, but will not be responsible for labor costs.

5.2. If a product has a visible defect before installation, ROCA will replace it, but labor costs will not be covered.

5.3. Components and products that may be damaged, must be physically presented to the Certified Technical Posts of Roca or importer, as applicable, for analysis and validation of the warranty.

ROCA EXPORT AMERICAS BATHROOM PRODUCTS DIVISION