

The company

The Size Surfaces, S.L.

P.I. Camí Fondo, Supoi 8.
C/dels Ibers, 31 12550
Almazora (Castellón)
Spain

Hereby declares that:

The product **Neolith® non-slip floor** manufactured at its plant can be offered in slip resistance categories Class 1, Class 2 or Class 3 pursuant to ENV 12633 standards with the following guarantees:

The product is guaranteed for 2 years once installed as long as the treated material was installed in accordance with these conditions:

- Install the flooring in a clean manner.
- Deep clean all remains from the construction work without scratching the surface and without using abrasive products. Use a cleaner for non-slip treated floors.
- Avoid soaking the treated floor with cement derivatives or cement adhesive, etc.
- Once the flooring is installed, maintain the characteristics by following the “*Cleaning Protocol for Neolith Non-Slip Floors.*” (Annex)

Almazora, July 2016

THEsize
SURFACES
THESIZE SURFACES, S.L.
B-85171023
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THESIZE SURFACES, S.L., inscrita en el Registro Mercantil de Castellón. Tomo 1.580, libro 1.142, folio 225, hoja CS-31918 - CIF B85171023

ANNEX I

CLEANING PROTOCOL FOR NEOLITH NON-SLIP FLOORS

DAILY CLEANING

- Cleaning products: pH neutral products to avoid deteriorating the non-slip treatment.
- Cleaning method: Mechanical cleaning with sweeping, mopping and liquid residue absorption.

WEEKLY CLEANING

- Cleaning products: Use non-aggressive disinfectant (the direct use of bleach is not recommended). A product may be used that removes lime and mineral salt remains the water leaves on the flooring or ammonia-based detergents.
- Cleaning method: Mechanical brushing to remove lime or mineral remains incrusting in the pores.

MONTHLY CLEANING

- Cleaning products: Slip resistance floor cleaners such as “*Cleaner for Non-Slip Treated Flooring*” by Johnson España División Antideslizantes S.L. which helps remove microbial and bacteriological remains and helps maintain non-slip areas.
- Cleaning method: Brush the areas with the product. Let the cleaning product soak in. Rinse and vacuum the remaining liquid.

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STATEMENT OF WARRANTY FOR NEOLITH SINTERED COMPACT SURFACES INSTALLED ON BUILDING FACADES

This conventional, non-transferable and limited warranty:

- Is granted to the original buyer of the product who has received it straight from TheSize Surfaces S.L. (hereinafter, “TheSize”) for Neolith sintered compact surfaces, in their Satin, Silk and Riverwashed finishes, when used for the cladding and decoration of building facades.
- Covers, for a period of 10 years as from the date of purchase (which must be shown with the sales invoice issued to the buyer by the manufacturer).

And guarantees that these Neolith products, reinforced with fibre glass and presented in maximum sizes and thicknesses that are set out in the table below (hereinafter, the “Products”), meet the physical-mechanical specifications that are also stated:

FEATURES	TESTING METHOD	3600 x 1200 mm			3200 x 1500 mm	
THICKNESS (mm)		6+	3+3	6+3	6+	12+
WEIGHT (Kg)	-	66	72	102	85	143
WATER ABSORPTION	ISO 10545-3	<0,1%				
IMPACT RESISTANCE *	ISO 10545-5	0,8 ⁽¹⁾				
LINEAR THERMAL EXPANSION	ISO 10545-8	5,2 - 6,3.10 ⁻⁶ °C ⁻¹				
THERMAL SHOCK RESISTANCE	ISO 10545-9	No visible defects				
MOISTURE EXPANSION (mm/m)	ISO 10545-10	≤0,1				
FROST RESISTANCE	ISO 10545-12	No visible defects				
CHEMICAL RESISTANCE	ISO 10545-13	UHA				
STAIN RESISTANCE	ISO 10545-14	Class 5				
FIRE RESITANCE	DIN EN 13823	Neolith: A1 Neolith+: A2-s1, d0				
UV RESISTANCE	DIN 51094	No alteration				

Technical Features of Neolith

* Value described above refers to the material used on flooring applications. The different façade fastening systems may give different results.



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10 YEARS
WARRANTY
CONDITIONS



This warranty issued by TheSize in compliance with the provisions of Spanish law, expressly excludes any claim on the part of buyers who have not received the product directly from the manufacturer, TheSize, or if the Product has been used for other purposes different from those expressly covered by this warranty.

In the case of visible defects, the claim should be submitted before the Product is installed, within a time limit of not more than the 30 days following its receipt by the buyer.

Since the Product is produced from natural raw materials (clays, feldspars, etc...) creating collections that develop both in technical and aesthetic terms in the course of time, TheSize gives its undertaking, for the whole period of the warranty and whenever necessary, to replace the Product that may show failures/ defects attributable to the loss of the physical-mechanical specifications stated in the foregoing technical data sheet for another, which, at its entire discretion, it may consider similar on account of its type, thickness, dimensions, specifications and colour to that being replaced. The replacement Product shall be selected from among those available and those that are being produced at the time when the replacement becomes necessary. TheSize, therefore, does not guarantee a perfect match between the replacement Product and the original declared defective and shall under no circumstance be responsible for variations in colour, type, thickness and, in general, for variations in finish or appearance that may, as a result, be noted after its installation.

The claim and replacement shall be settled in a reasonable period of time, as determined by TheSize in accordance with the imperfections and defects found in the Products needing to be replaced.

This conventional and limited warranty excludes coverage of the costs relating to the removal of the defective Product, preparation and installation of the new one, restoration jobs, when so required, and in general, all other expenses or indemnification payments due to direct and indirect expenses or consequent damage, compensation, damages or loss of income, even if stemming from inability to have access to the building or interruption of normal activities in the building where the Product was installed.

The cleaning and upkeep of the Product in accordance with the instructions in the maintenance (downloadable at Web www.thesize.es) is considered an integral part and an essential prerequisite for the activation of this warranty. Accordingly, this warranty does not cover claims for damages as a result of the cleaning and upkeep carried out in a manner different from those specified in the afore-mentioned manual.

TheSize is only responsible for the structural or manufacturing defects of the Product, so it accepts no liability for any defect in the Product as a result of its preparation or installation. This warranty, therefore, does not cover aesthetic discrepancies in the Product installed, nor those defects due to faults that could stem from post-production activities, such as:

- Dispatch and handling;
- Any activity connected with preparation, drilling, cutting and installation of the Product, with the fastening of the anchoring systems selected by the installers, or with the finishing and polishing of the edges;
- Joints or pairing of the Product with other materials with different thermal dimensional variations, such as those resulting from weather, humidity and environmental condition.

TheSize offers this conventional and limited warranty only for Products that have not been subject to preparation or installation activities, as mentioned above, and it therefore does not extend to lateral surfaces, corners and the edges formed when these activities are carried out.

Exclusions from the 10-Year Warranty for the installation of Neolith in building facades

This warranty does not cover, even if they are not attributable to the Buyer:

1. Differences in colour between the sample at the time of placing the order and the product delivered;
2. Defects arising as a result of subjecting the Product to abusive physical, chemical or mechanical actions;
3. Improper preparation of the place where the Product is installed or subject to incorrect maintenance of this place;
4. Use of the Product on flat and deck roofs, floors or other areas intended for the transit of persons or machinery;
5. Not abiding by the technical specifications for which the Product was designed and using it in an abnormal way and/or in conditions that surpass the tolerance and strength limits stated in the foregoing physical-mechanical specifications set out in this guarantee;
6. Defects caused by faulty sizing or substandard performance of the structures bearing the Product or by events connected directly or indirectly with the installation and construction of infrastructure items, frames and anchorage systems;

7. Damage caused directly or indirectly to persons, things and animals as a result of inappropriate behaviour, such as those actions expressly not covered hereby;

In order to take advantage of the rights of this warranty, it is the Buyer's responsibility to notify TheSize of the defect in the Product, by registered post with acknowledgement of receipt, at the following address: neolith_facade_warranty@thesize.es, within the thirty days following the appearance of the defect in the Product. The request should be accompanied by a copy of the sales invoice issued by TheSize, where it clearly states the date of purchase and the identification details of the defective Product. These original documents should be shown to the TheSize personnel in the event of intervention.

The present guarantee is offered to the original buyer and may not be transferred by him to a third party under any agreement without the permission of TheSize.

The present guarantee is governed by and shall be constructed in compliance with Spanish laws. Any dispute that might arise from or in relation to this warranty shall be submitted to the sole jurisdiction of a Spanish magistrate and the Courts of Castellón.



TheSize thanks you for your trust in Neolith

TheSize Surfaces S.L. (TheSize) is the manufacturer of the **Neolith** Sintered Stone used to produce countertops.

TheSize launched its first **Neolith** Sintered Stone in 2010 in a Satin finish. Strong and constant R+D efforts led it to presenting three additional finishes in 2014 - Silk, Riverwashed and Polished- with which it has enriched the variety of products, in line with the market trends and needs.

The differences between the finishes can be seen in the textures and reflections on the surface. The Satin finish is completely matte whereas the Silk finish is silkier to touch and features a faint shine. The Riverwashed finish features a texture with relief and is more rugged to touch. Finally, the Polished finish stands out because of its high degree of shine and perfectly linear reflection which accurately replicates the finish expected of the most exquisite natural stones and exclusive marble to provide depth, realism and sophistication to the designs for which it is used.

With all of the finishes, we offer our customers (who are our most valuable asset) a high quality product manufactured under environmentally friendly conditions and using manufacturing techniques that foster the reliability and prestige of counter tops made with **Neolith**. And we make out personalised service channel available to them through email so they may tell us of their needs and suggestions to help us with our commitment to ongoing improvement.

The security offered by our quality management and excellent production processes allows us to guarantee the quality of the **Neolith** surfaces under the conditions described in this warranty.



NEOLITH
SINTERED STONE

Produced by:

Thesize
SURFACES

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Marketed by:

NEOLITH
DISTRIBUTION



NEOLITH
SINTERED STONE



25 YEARS
WARRANTY
TERMS

Limited of 25-Year Warranty for residential Neolith countertops sold from 1 March 2019 and 10 years for countertops sold before March 1, 2019.

TheSize guarantees the original end buyer that its **Neolith** Sintered Stone in the four finishes (Satin, Silk, Riverwashed, Polished) used to manufacture their domestic counter top will be free of manufacturing defects under normal conditions of use and service.

This warranty shall apply to the repair or replacement of the defective Sintered Stone comprising the countertop installed permanently in the owner's residence.

The repair or replacement obligation undertaken by TheSize will be further limited to the repair or replacement with the colours, styles and finishes available at the time of the repair or replacement. The option of repair or replacement of defective Sintered Stone due to manufacturing defects will be at the exclusive discretion of TheSize.

The Limited 25-Year Warranty for countertops sold from 1 March 2019 and 10 years for countertops sold before March 1, 2019 will not be transferable and will only apply to **Neolith** Sintered Stone for indoor and outdoor residential counter tops in the Satin, Silk, Riverwashed and Polished finishes. This warranty will not be valid if the counter top was not paid in full.

Pursuant to the terms of this Limited 25-Year Warranty for countertops sold from 1 March 2019 and 10 years for countertops sold before March 1, 2019, authorised TheSize agents shall be granted sufficient opportunity, time and dates to be able to inspect the counter top as well as assess and respond to claims. All decisions relating to the existence of production defects in sintered stone used to produce **Neolith** countertops shall be adopted by TheSize and will be final and binding for all parties.

In particular and unlike the other **Neolith** finishes – Satin, Silk and Riverwashed, which are known for their extreme resistance to scratches, abrasion and abrasive chemical products- yet just like other surfaces created by man or certain types of natural stone, the Polished (Décor Polished and Nanotech Polished) finish has a more delicate texture that requires greater care and precaution as concerns scratches, chipping and the use of aggressive household cleaning products. Therefore, no rough sponges, steel wool, caustic soda, abrasive cleaners or products with a pH above 11 should be used to clean them. Direct contact with bleach or chlorine must also be avoided as well as directly cutting foods on the counter top and dragging frying pans, kitchen utensils or household appliances without any type of protection on the surface of the countertop.

The use of cloths, napkins and trivets is recommended when placing glass, pots or other kitchen utensils on a surface with the Polished finish. By activating this warranty, you hereby acknowledge that you have been informed of the special characteristics of the Polished finish and of the commitment to follow the maintenance instructions for your countertop found in the **Neolith Polished Finish Manual** (available at www.neolith.com).

For Satin, Silk and Riverwashed finishes, by activating this warranty, you hereby undertake to follow the maintenance instructions for your countertop found in the **"Cleaning and Maintenance Guide"** (available at www.neolith.com under the Warranties section).

Exclusions from the Limited 25-Year Warranty for residential Neolith countertops sold from 1 March 2019 and 10 years for countertops sold before March 1, 2019.

1. Damages caused by abuse or inadequate use of the counter tops which include but are not limited to those caused by improper use or accidents, exposure of the counter top to abnormal physical conditions (strong impacts, for example), chemical agents (such as bleach or chlorine in the case of the Polished finish, and hydrofluoric acid, among others), corrosion, structural movements or natural disasters.

2. Countertops which have been moved from the original site of installation.

3. The behavior and appearance of unions or seams, adhesives, putties and/or other accessory materials.

4. Damaged caused by household appliances that have been installed, used or maintained improperly.

5. Imperfections that have been caused by natural wear due to daily use such as stains, scratches, water stains and burns. Using a cutting board to cut, trivets for hot containers with a rubber base to move hot objects directly from a heat source to the counter top as well as following the Neolith care and maintenance instructions (www.neolith.com under the "Warranties" section, **"Cleaning and Maintenance"** sub-section; and the document **"Neolith Polished Finish Manual"** in the "Downloads" section for the Polished finish) are highly recommended.

6. **Neolith** Sintered Stone are produced with natural materials. As a result, variations in colour, shine, tone and product design are inherent and unique characteristics of Neolith surfaces and not covered by the Limited 25-Year Warranty for Neolith slabs sold from 1 March 2019 and 10 years for countertops sold before March 1, 2019.

7. Opinions based on personal preferences in the sense of a customer deciding whether or not they like the colour, general appearance or other aesthetic opinions after the product is manufactured or installed.

8. Supplementary repairs including but not limited to modifications that affect the electrical wiring, flooring, tiling or wall surfaces, splash protectors, furniture or cabinets, transport expenses and modifications to plumbing needed to repair the counter tops made with **Neolith** Sintered Stone.

9. The use of Sintered Stone for commercial applications including but not limited to installation in shops, offices and other commercial establishments.

10. Countertops with a surface finish that was applied at the factory which have been altered in any way.

11. Defects that were visible at the time of production or installation of the countertops.

12. The costs of transport, production, assembly and/or dismantling to repair or re-install a countertop.

13. Additional repairs or modifications required for re-installation (plumbing, electricity, construction work, etc.).

14. Repairs made without prior verification by TheSize.

15. Particularly for the Polished finish, any stains caused by direct contact with bleach, chlorine or other chemical agents with a pH above

11 or scratches due to use of rough sponges or steel wool to clean the counter top or any other improper use of abrasive products against the cleaning steps specified in the **Polished Finish Manual**.

The shop and installer will be liable for inspecting the **Neolith** Sintered Stone before producing or installing the countertops.

When choosing a colour or finish, you must remember that samples are only a general indication of the design, drawing, aesthetics, colour and finish. There is no guarantee that the samples will be an exact replica of the **Neolith** Sintered Stone and they may vary slightly from the counter top actually installed. The warranty will not cover the replacement of the counter top if the customer decides after or during installation that they do not like the colour or appearance selected.

No other type of guarantee is granted either expressly or implicitly including the marketability or suitability for a specific purposes. Unless otherwise indicated in this document, TheSize will not in any way assume any contractual or non-contractual liability for any direct, fortuitous or consecutive losses or damages as a result of the use or impossibility to use the counter top. The maximum liability of TheSize may not exceed the actual purchase price you paid for the product.

This warranty grants you specific legal rights and you may also enjoy other rights which may vary depending on the state or country. Some states or countries do not permit the exclusion or limitation of implicit warranties or of fortuitous or consecutive damages and harm meaning the foregoing limitations or exclusions may not be applicable.

TheSize does not grant any other type of guarantee, declaration or warranty (express or implicit) in relation to sintered stone except as established in this document. No one except TheSize has the power or is authorized to grant any type of promise, declaration or guarantee in relation to **Neolith** products.

How to obtain my Warranty

TheSize offers a 25-Year Warranty for Neolith slabs sold from 1 March 2019 and 10 years for countertops sold before March 1, 2019 with a thickness of 6+3, 12 and 20 mm used to manufacture countertops.

TheSize does not guarantee any slabs with a thickness of 3, 3+, 5, 5+, 6, 6+, 3+3, 3+3+3, 5+5, 5+3 and 10 mm.

In order to exercise this warranty, you must contact the retail establishment where you purchased your countertop so they may provide you with the data and information needed to register the warranty (shop data, batch number, etc.).

In order for you to be provided with the services deriving from the warranty, you must have registered the warranty at the website www.neolith.com (under the "Warranties" section, "Complete Warranty Form" sub-section) within a **maximum period of 60 calendar days** from the date of purchase indicated on your receipt.

You will need to complete all of the fields marked with an asterisk (*) and submit a receipt of purchase or other type of acceptable documental proof of purchase clearing indicating the date of purchase.

For any questions with respect to this, you may contact TheSize through the website www.neolith.com, under the "Contact" section.