

WARRANTY FOR FACADES WITH IDYLIUM SLABS

- 1) Best Surface guarantees the Products for the absence of faults and defects in materials and in its production cycle.
Best Surface guarantees the Buyer for the IDYLIUM product used in facades for buildings.
The Supplier's Products bear the CE marking.
The Buyer fully accepts the risk that the European Community regulations governing the Products could differ from those of the country of destination, relieving the Supplier in this regard.
- 2) The Buyer must check the quality and the quantity of the Products within eight (8) days (according to the General Conditions of Sale 2020) from the delivery date indicated in the Order Confirmation.
Any claims attributed to hidden faults or defects must be formalized in writing to Best Surface within eight (8) days of their discovery. In addition to the invoicing data, the communication must contain a precise description of the defect, without which the claim will be considered null and void, and no guarantee will be granted.
- 3) The right to the guarantee is valid for 12 years from the delivery of the Products.
Products considered to be defective must be made available to Best Surface for the verifications it deems appropriate, and any further action must be authorized in advance in writing.
If the dispute is deemed unjustified, the Buyer must compensate Best Surface for the verification costs incurred.
- 4) The warranty is null and void in the following cases:
 - if the defects or faults were evident at the time of delivery, the subsequent use of the materials will cancel the warranty right for defects/faults;
 - subsequent use of the materials after a claim will cancel the warranty demand for defects/vices;
 - the use of the Products inconsistently to their performance and properties;
 - failure to comply with the storage, handling, use and / or fabrication instructions indicated on the Supplier's website;
 - differences in shades and/or colors cannot be claimed as defects in the material;
 - defects and faults that are not recognizable as such according to the industrial and scientific standards in force at the time the materials were placed on the market.
 - in the event of defects in transformation - processing - installation and incorrect or improper coupling with other materials;
 - in case of installation and/or anchoring defects;
 - in case of defects of support and substructures
 - improper or inadequate use, care or maintenance of the product and, in general, failure to comply with the instructions and requirements contained in the maintenance and cleaning manual available on the Supplier's website at www.idylium.com;
 - physical, chemical and mechanical abuse;
 - use of the product on flat and deck roofs, floors or other areas intended for the transit of persons or machinery;
 - accidental damage and/or resulting from unforeseeable circumstances and/or force majeure;
 - any kind of damage caused, either directly or indirectly, by any activity, work or intervention by external third parties to BEST SURFACE, such as: problems caused by incorrect finish,

BESTSURFACE
BREAKING DESIGN

Best Surface Holding Srl
Via Camperio Manfredo, 14
20123 Milano · Italy
Ph +39 02 58215360
Fax +39 02 58215368
P.IVA/C.F. 10463820968
REA MI-2533743
Cap. Soc. 250.000,00 Euro i.v.

Best Surface S.L.
Carretera de Castellón, 117
y DS Foyes 5 Den Partida
Foyes Ferraes
12110 Alcora · Castellón
NIF/VAT: B-44513752
Ph +34 964 78 45 45
Fax +34 964 78 45 00
Cap. Soc. 10.000.000 Euro i.v.

Headquarters
Via San Clemente 1
20122 Milano · Italy
Ph +39 02 50020754
Fax +39 02 50020764

idylium.com

fabrication defects, unsuitable installation methods or any other alteration or manipulation of the original Idylium product;

- damage that may arise from deficiencies or omissions in the technical project that is the basis for the building work in which the Idylium products are used.

This warranty will not be valid in case of repairs and / or manipulations carried out on the claimed product without due verification by BEST SURFACE.

- 5) In all cases, Best Surface's liability is limited exclusively to the replacement or repair of defective items, with the express exclusion of any other compensation, such as removal costs, replacement of accessories and mounting systems, equipment, machinery, recall campaigns, lost earnings due to the interruption or suspension of activities, inconvenience or indirect losses.
- 6) If an Idylium product is found to be defective, according to the terms and conditions of this warranty, BEST SURFACE will carry out the appropriate checks and proceed to repair or replace the defective product with another with characteristics (color, thickness, etc.) identical to those had by the product purchased by the client. Except where this is not possible due to discontinuation of the product, such product will then be replaced by the most similar to it at that time.
- 7) The warranty provided in this article is all-inclusive and replaces any other warranty required by law, with the exclusion of any further liability for Best Surface.

BESTSURFACE
BREAKING DESIGN

Best Surface Holding Srl

Via Camperio Manfredo, 14
20123 Milano · Italy
Ph +39 02 58215360
Fax +39 02 58215368
P.IVA/C.F. 10463820968
REA MI-2533743
Cap. Soc. 250.000,00 Euro i.v.

Best Surface S.L.

Carretera de Castellón, 117
y DS Foyes 5 Den Partida
Foyes Ferraes
12110 Alcora · Castellón
NIF/VAT: B-44513752
Ph +34 964 78 45 45
Fax +34 964 78 45 00
Cap. Soc. 10.000.000 Euro i.v.

Headquarters

Via San Clemente 1
20122 Milano · Italy
Ph +39 02 50020754
Fax +39 02 50020764

idylium.com