



CONTRACTUAL WARRANTY TERMS

All Teto Vinílico products are manufactured with high technology and undergo strict quality control, ensuring durability before and after installation. To be eligible for the warranties below, the consumer must follow all recommendations contained in the technical data sheet and installation and maintenance manuals available on our website www.tetovinilico.com.

Teto Vinílico has a long lifespan due to its vinyl material base, and the printed image is covered against any manufacturing defects for 10 years for indoor installations. For covered and protected outdoor areas, such as balconies and terraces, Teto Vinílico is covered for 5 years against any manufacturing defects in its vinyl base. We also guarantee a minimum period of 2 years without apparent aging of the image, provided that there is no direct exposure to sunlight, and it is protected from constant and excessive humidity and heat. These factors directly influence the gradual aging process of the image.

Note 1:

Balconies with enclosed spaces through a system that allows intermittent opening, such as articulated glass, are considered protected external areas, and therefore qualify for the 5-year warranty for the base and 2 years without apparent signs of aging in the image.

Note 2:

When Teto Vinílico is installed in indoor areas that contain chemical agents, such as swimming pool areas and the like, the warranty will be considered as that of a protected outdoor area.

The warranty period starts from the date of issuance of the product purchase invoice.

The company will replace any defective products with the same product from the line, provided that the manufacturing defect is proven and the installation company has strictly followed all guidelines contained in our installation manual. If the defect could have been noticed before installation during the visual inspection of the panels (each package contains different faces to make the image more realistic) and it was installed regardless, the company will only replace the defective boards without covering any installation expenses, considering that it is the installer's obligation to check the product before installation and immediately notify the owner of any defects so that they can file a warranty claim.

- SCRATCHES ON THE PAINTED SURFACE OF THE PRODUCT.
- DEFECTS ON THE DESIGN/IMAGE OF THE PAINTED PRODUCT.
- BROKEN, DEFORMED, AND/OR WARPED PROFILES

_____ (This type of problem must be identified at the time of receipt; otherwise, it will not be covered by the warranty).

If any problem occurs within the warranty period that is determined to be a manufacturing defect, the company will replace the defective product with the same product from the line or a similar one of the same quality. Teto Vinílico does not guarantee the availability of the previously acquired shade or color, and will not cover installation costs. Teto Vinílico is not responsible for issues arising from improper installation.

Teto Vinílico advises that during the time of purchase, one should check if there are multiple batches of the same color of the acquired product. In case this occurs, Teto Vinílico is not responsible for tonal differences resulting from the installation of different batches in the same environment.

Note: Always inspect the planks before installation; installed product is considered accepted product.

Teto Vinílico takes responsibility for honoring the warranty terms only if all indications from the technical data sheet and installation manual are followed. The factory warranty does not cover the following items:

- | | |
|--|--|
| <input checked="" type="checkbox"/> USE OF THE CEILING IN OUTDOOR AREAS WITH DIRECT EXPOSURE TO SUNLIGHT AND/OR EXCESSIVE HUMIDITY AND HEAT; | <input checked="" type="checkbox"/> CHANGES IN APPEARANCE, COLOR, OR LOSS OF GLOSS DUE TO THE NORMAL AGING OF THE PRODUCT; |
| <input checked="" type="checkbox"/> SCRATCHES, IMPACTS (BOTH INTENTIONAL OR ACCIDENTAL) CAUSED TO THE PRODUCT WHEN APPLIED AS A CEILING AND/OR WALL COVERING, NOT RESULTING FROM MANUFACTURING DEFECTS; | <input checked="" type="checkbox"/> INSTALLATION METHODS OTHER THAN THOSE RECOMMENDED IN OUR INSTALLATION AND MAINTENANCE MANUAL, AS AVAILABLE AT WWW.TETOVINILICO.COM ; |
| <input checked="" type="checkbox"/> ANY MODIFICATIONS OR DEGRADATION DUE TO INSTALLATION IN THE IMMEDIATE PROXIMITY OF A HEAT SOURCE (SUCH AS STOVES, FIREPLACES, CHIMNEYS, ETC.), AND ESPECIALLY DUE TO DIRECT EXPOSURE TO AN OPEN FLAME; | <input checked="" type="checkbox"/> DIMENSIONAL VARIATION, WHITENING, OR COLOR VARIATION DUE TO EXCESSIVE HEAT IN INDOOR INSTALLATIONS, EVEN IF THE PRODUCT IS COVERED BUT LACKS ADEQUATE THERMAL PROTECTION, DEPENDING ON THE TYPE OF COVERING APPLIED (PLEASE REFER TO THE INSTALLATION AND MAINTENANCE MANUAL); |
| <input checked="" type="checkbox"/> DAMAGES CAUSED BY INVASIVE CLEANING PRODUCTS THAT DIFFER FROM THE ONES RECOMMENDED IN THE INSTALLATION AND MAINTENANCE MANUAL; | <input checked="" type="checkbox"/> LOSS OF TIME, COMMERCIAL LOSSES, LOSS OF PROFITS RESULTING FROM THE USE OR INABILITY TO USE THE PRODUCT, AMONG OTHERS. |
| <input checked="" type="checkbox"/> DIFFERENCES IN SHADES BETWEEN THE PRINTED IMAGE AND THE PRODUCT SAMPLE OR BETWEEN DIFFERENT PRODUCT BATCHES; | |

- Teto Vinílico provides installation training, however, we do not install the products ourselves and are not responsible for installers who have been trained, since we have no control over whether they are following the installation standards as instructed;
- Avoid professionals who are not committed to following the installation procedures described in the manufacturer's guidelines, available at www.tetovinilico.com;
- For industrial applications, please contact our technical department;
- Check the product's condition upon receipt. Unloading, handling, storing, as well as any damages and losses resulting from such processes, are the responsibility of the Consumer;
- Keep your purchase invoice, since the warranty is only valid upon its presentation;
- Keep the label with the product's barcode, since the warranty is only valid upon its presentation. Teto Vinílico will use this label to trace the product and the cause of the defect;

- Product quantity calculation is a complimentary service offered by the company. However, we are not responsible for the definitive calculation of products. The quantities should be verified by the professional responsible for the installation.
- The product warranty is directly linked to correct compliance with these warranty terms and the installation and maintenance manual available at www.tetovinilico.com;
- Do not apply adhesive tapes to the profiles (they usually contain solvent in their composition). If necessary, use masking tape and do not exceed the 24-hour time limit

HOW TO PROCEED WHEN IDENTIFYING PRODUCT ISSUES?

- If you identify any product defects, please contact our Customer Service via sac.al@araforros.com.br or WhatsApp +55 (82) 3521-9902/3521-9954 to initiate the service process. Provide the following information: Invoice number, Purchase location, Personal information (Name, ID number, full address with ZIP code), detailed description of the defect, and evidence thereof (images). Araforros will assess the need for technical inspection;
- The warranty will only be valid upon confirmation by Araforros' technical department of a problem and/or manufacturing defect;
- Any exchange or return will not result in a refund;
- The information contained in this Contractual Warranty may be subject to change without prior notice.
- The instructions provided herein do not apply to Teto Vinílico used as facade cladding or as vertical sealing elements, whether or not these are subject to weathering.
- Safety equipment protects health and life. Its use is mandatory.

IMPORTANT

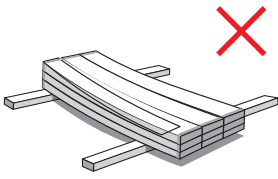
PRECAUTIONS

TRANSPORTATION AND HANDLING

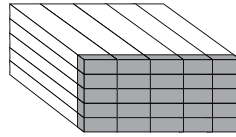
During the transportation and handling of Teto Vinílico packages, it is essential to avoid any impacts or contact with elements that could compromise their integrity, such as sharp or pointed objects, surfaces with sharp edges, stones, etc.

Unloading should be done carefully, ensuring that the ceiling units are not thrown directly onto the ground to prevent dents, breaks, punctures, or the concentration of loads in a single point.

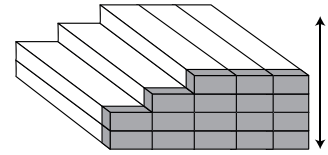
STORAGE



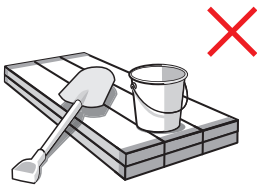
Do not store on uneven or irregular surfaces.



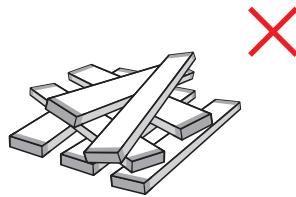
Store in a covered, well-ventilated place, with a temperature below 45°C (113°F), protected from sunlight or other heat sources.



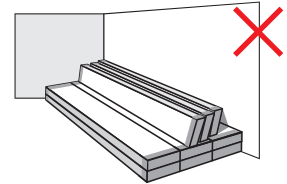
Maximum storage stacking should be 30 packages.



Do not place or lean objects on top of the packages to avoid damaging them.



Avoid excessive movement of the packages before use.



When storing, always stack Teto Vinílico horizontally, never vertically or leaned against the wall.

Teto Vinílico products must be stored in areas free from any elements that could damage the material, such as rigid surfaces with sharp edges, sharp or pointed objects, stones, etc. The products should be stored on a flat horizontal surface to prevent them from being curved or bent, with a maximum stacking height of 30 packages. Stacking of pallets is prohibited to avoid compromising the integrity of Teto Vinílico due to excessive weight. Additionally, tying or using means that compress the packaging is also prohibited.

INSTALLATION

Please refer to the installation manual on our website.

CLEANING

Use a soft cloth, water, or water and alcohol solution for cleaning.

Do not use chlorine-based products, solvents, or abrasives.

FOR MORE INFORMATION

CALL: **+55 (82) 3521-9902 / +55 (82) 3521-9954**

EMAIL: HELLO@TETOVINILICO.COM

SITE: WWW.TETOVINILICO.COM


Teto Vinílico®

**THE CEILING
OF THE FUTURE**

THE DESIGN
YOU DESERVE.
THE QUALITY
YOU KNOW.

Proven social responsibility



Recognized quality.



@tetovinilico
www.tetovinilico.com