Conventional warranty limited to

10 years

Atlas Plan
Ceramiche Atlas Concorde S.p.A.
Via Canaletto, 141 - 41042 Spezzano di Fiorano (MO), Italy
Phone: +39 0536 867 811 – Fax: +39 0536 867 726

Atlas Plan guarantees the original user that the 162x324 cm slabs in their finishes (Matt, Silk and Lappato Lux) used for the manufacture of the product purchased, such as ventilated facades or products for domestic use, such as kitchen tops and backsplashes, washbasins, vanities and tables, are free from hidden manufacturing faults under normal conditions of use and service.
Atlas Plan declares that its top quality 162x324 cm slabs comply with the technical specifications and requirements of ISO 13006 Annex G and that the characteristics listed below do not change over time, remaining compliant with the requirements of the above standard: Water absorption, Breakage load, Resistance to thermal shock, Resistance to frost and chemical products.
The warranty is limited only to top quality products and not to seconds or thirds or to lots purchased on special offer or at special discounts, as highlighted in the order confirmation.

Precautions for use in the home and residential sphere
In order to prevent scratches, chipping and damage caused by the use of aggressive household cleaning products, do not use rough or steel wire sponges, or caustic soda, abrasive detergents or products with a particularly high or low pH. We recommend the use of cloths, napkins or pan stands when setting down glass, pots and pans or other kitchen utensils. It is also necessary to avoid cutting food directly on the surface, and moving pans, kitchen utensils or appliances across it without protecting the surface.

We also recommend avoiding prolonged stagnation of aggressive or coloured substances on the surface, especially if it has a gloss finish, as these could cause aesthetic variations to the surface.

With the activation of the warranty and to avoid its invalidation, the user undertakes to observe, in the use and maintenance of the product purchased, the Precautions for use and the instructions for cleaning and maintenance supplied in the Technical Manual (available at www.atlasplan.com).

If the user discovers a fault in the product purchased that can be traced back to the manufacture of the slab, he must inform the person from whom he purchased the product, who will carry out an inspection to verify the existence of the damage: if there is a possibility that the fault is attributable to the production of the slab, it is necessary to contact the distributor.
The user must give the technicians appointed by Atlas Plan the opportunity and sufficient time to inspect the product purchased, providing them with multimedia material (photos and videos) that documents the fault, and to make an assessment and reply to the complaint.

All decisions regarding the existence of manufacturing faults affecting the slabs used in the manufacture of the product purchased shall be made by Atlas Plan and shall be final and binding for all parties.

If it is established that the 162x324 cm slab, used both for the manufacture of products for domestic use, such as kitchen tops and backsplashes, washbasins, vanities and tables, and for the construction of ventilated facades, and installed professionally in the owner's home, is affected by hidden faults, the Seller's warranty shall be limited to the supply of a slab with the same or superior characteristics and, where this is not possible, to the refund of the price paid plus the cost of transport. In any case, the Seller's warranty for all direct and indirect damage caused by the faulty product shall be limited to a sum not exceeding twice the sale price applied by the Seller in relation to the faulty part of the supply only.

The replacement of the defective slabs, or payment of compensation (in cases where it is considered impossible or excessively difficult or costly to replace the slabs) where the hidden faults are attributable to the manufacturer, shall be exercised at the sole discretion of Atlas Plan.

Atlas Plan
Ceramiche Atlas Concorde S.p.A.
Via Canaletto, 141 - 41042 Spezzano di Fiorano (MO), Italy
Phone: +39 0536 867 811 – Fax: +39 0536 867 726

Exclusions from the 10-year Limited Warranty for slabs used to manufacture the product purchased (kitchen tops and backsplashes; washbasins and vanities; tables) for domestic or residential use:

1. damage caused by abuse or misuse of the products purchased, including but not limited to damage caused by improper use or accidents, following exposure of the product to abnormal physical conditions (such as strong impacts), aggressive chemicals, staining substances (such as ink and marker pens), corrosion, structural movements or natural disasters. Remember that contact with hydrofluoric acid results in immediate and irreversible damage.
2. Any type of damage caused directly or indirectly by actions, operations or jobs carried out by third parties. By way of non-limiting example: problems caused by incorrect processing of the product, improper installation methods or handling of the original product, cracks in the surface of the product purchased after its installation, etc..
3. Products that have been moved from their original place of installation.
4. The reactions and appearance of joints or seams, adhesives, sealants and all other accessories.
5. Damage caused by appliances installed, used or subject to poor maintenance.
6. Imperfections caused by natural wear and tear due to everyday use, such as stains, scratches, water marks and burns.
7. When choosing a colour or finish, it should be borne in mind that the samples only give a general indication of the design, pattern, aesthetics, colour and finish. There is no guarantee that the samples are an exact replica of the Atlas Plan slab. They may differ slightly from the product actually installed.
8. Opinions based on the customer's personal preferences, leading them to change their mind about the colour or general appearance, or other aesthetic opinions following manufacture or installation of the product.
9. Use of 162x324 cm slabs for commercial applications including, but not limited to, installation in shops, offices and other commercial establishments.
10. Products purchased in which the surface finish applied in the factory has been altered in some way.
11. Faults already visible at the time of processing or installation of products manufactured with 162x324 cm slabs. Atlas Plan.
12. Transport, processing, assembly and/or disassembly costs for the repair or re-installation of the product purchased.
13. Additional repairs or modifications required for the new installation (plumbing, electricity, renovation work, etc.).
14. Repairs carried out without prior verification by Atlas Plan.
15. Stains caused by direct contact with aggressive chemical solutions or scratches caused by the use of rough or steel wire sponges to clean the product purchased, or resulting from any other improper use of abrasive products in violation of the Precautions for Use and the cleaning and maintenance instructions indicated in the Atlas Plan Technical Manual (available at www.atlasplan.com).
16. Anything not expressly mentioned in this warranty.

The 10-year Limited Warranty will not be transferable and will be applied only to the slabs used in the manufacture of the product purchased, such as ventilated facades or products for domestic or residential use, such as kitchen tops and backsplashes, washbasins, vanities and tables. This warranty will not be valid if the full payment of the product purchased has not been made.

The processing laboratory and the fitter are responsible for inspecting the Atlas Plan slabs before making and installing the products manufactured with the slabs.

No other explicit or implicit warranty, including merchantability or suitability for a particular purpose, is issued. With the exception of the terms established in this document, Atlas Plan declines all contractual or extra-contractual liability for any loss or direct, incidental or consequential damage resulting from the use of or inability to use the product purchased made with Atlas Plan slabs.

No one except Atlas Plan shall have the right or authorisation to make any promises, representations or warranties of any kind in relation to its products.

Jurisdiction and applicable law

Any dispute arising from the application of this warranty, or in relation to it, will be under the sole jurisdiction of the Court of Modena with application of the Italian law.