

Hormigon 25 Year Limited Warranty Claim Form

Customer Information

- Name: _____
- Address: _____
- Email: _____
- Phone: _____

Purchase Details

- Date of Purchase: _____
- Time of Purchase: _____
- Supplier: _____
- Proof of Purchase (attach copy): Attached

Product Information

- Product Name/Description: _____
- Product Code/Model (if applicable): _____
- Quantity: _____

Supporting Evidence (attach as required)

- Photos of the Technical Drawings: Attached
- Photos of the Product: Attached
- Photos of Installation: Attached
- Photos of Storage: Attached
- Photos of Substructure: Attached

Nature of Issue

(Please describe the defect, fault, or reason for the warranty claim in detail)

Declaration

I confirm that the above information is accurate and complete to the best of my knowledge and that all required supporting documents have been provided.

Signature: _____

Date: _____

Warranty Terms & Conditions

1. Warranty Coverage

This warranty covers defects in materials and workmanship under normal use, provided that the product has been correctly stored, installed, and maintained in accordance with our guidelines.

2. 25 Year Limited Warranty

The warranty is valid for a period of 25 years from the date of purchase as shown on the proof of purchase.

3. Conditions of Warranty

To make a valid claim under this warranty, the customer must provide:

- A completed Warranty Claim Form;
- Proof of purchase (receipt, invoice, or delivery note);
- Photographs of the product, installation, storage conditions, and substructure (where applicable).

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4. Exclusions

This warranty does not cover:

5. Damage caused by improper installation, misuse, mishandling, neglect, accident, impact, fire, flooding, or other acts of nature.
6. Normal wear and tear, including surface weathering that does not affect structural integrity.
7. Any costs relating to removal, reinstallation, or replacement of products not supplied by Hormigon.
8. Damage arising from use of non-approved adhesives, mortars, or accessories.
9. Efflorescence, staining, or discolouration caused by internal & external environmental factors.
 - Products installed or used in a manner inconsistent with our instructions or industry standards.
 - Consequential or indirect losses, including loss of profit, revenue, or business.

10. Our Obligations

Upon validation of a warranty claim, we may, at our discretion:

- Repair the defective product.
- Replace the defective product with the same or a similar item; or
- Refund the purchase price paid for the defective product.

11. Customer Responsibilities

The customer is responsible for:

- Submitting the Warranty Claim Form and all supporting documents within 2 days of discovering the defect.
- Allowing reasonable access for inspection where required.
- Bearing any costs associated with removal, re-installation, or transportation of the product, unless otherwise agreed.

12. Limitation of Liability

Our liability under this warranty is strictly limited to the remedies set out above. Nothing in these terms shall exclude or limit liability where such exclusion or limitation is prohibited by law.