



## SMARTSTONE® PRODUCT WARRANTY STATEMENT

**SMARTSTONE®** warrants that its chemical construction products (**as listed on our invoices and specified in our Technical Data Sheets (TDS) available on our website**) will meet the stated properties and characteristics when properly prepared, applied, and maintained in accordance with the guidelines outlined in the TDS. When used as instructed, our products will perform as intended under normal conditions for the duration of the specified warranty period. This warranty is contingent upon the products being used as part of a comprehensive application system and in strict adherence to industry standards and the provided guidelines.

### ***General Terms and Conditions***

#### **1. Product Suitability and Performance**

**SMARTSTONE®** guarantees that its products are free from manufacturing defects, fit for their intended purpose, and will perform as described, provided they are stored, handled, and applied according to the instructions in the Technical Data Sheet (TDS) and in compliance with current industry standards. However, the installer and purchaser are responsible for ensuring the product's suitability for specific applications, including compatibility with site conditions. The warranty will be void if the product is applied inconsistently with the TDS or if proper storage and handling requirements are not followed.

#### **2. Conditions for Warranty Validity**

This warranty is valid only when products are applied to appropriately prepared surfaces and in full compliance with all relevant technical specifications. Full payment for the purchase of the products, as outlined in **SMARTSTONE®**'s terms of sale, is a prerequisite for warranty coverage. **SMARTSTONE®** reserves the right to inspect the application site to assess the validity of any warranty claim. All claims must include proof of purchase and be submitted in writing within [specify time, e.g., 14 days] of discovering the defect.

### 3. Limitations and Exclusions

This warranty does not cover misuse, improper application, structural deficiencies in the substrate, natural disasters, or other events beyond **SMARTSTONE®**'s control. Additionally, it excludes coverage for cosmetic variations, damages from normal wear and tear, or improper maintenance. **SMARTSTONE®** disclaims any liability for indirect damages, including loss of profits or additional labor costs.

### Legal Considerations

**SMARTSTONE®**'s liability under this warranty is strictly limited to either the replacement of defective products or a refund equivalent to the original purchase price. This document represents the entire warranty agreement and supersedes any prior communications or representations. The warranty is governed by the laws of [relevant jurisdiction] and is non-transferable unless **SMARTSTONE®** is notified in writing within [specify time, e.g., 3 months] of a change in property ownership.

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## FOR TECHNICAL SERVICES

**SMARTSTONE® TRADING & CONTRACTING**  
**Sultanate of Oman**, Sohar, Falaj Al Qaba'il,  
The Fifth Phase of Sohar Industrial  
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