

When you purchase a PORTOBELLO product, you are not only receiving cutting edge ceramics technology, you also gain access to the most comprehensive technical support available on the market. PORTOBELLO guarantees all its products to comply with ISO and ABNT Standards and any additional standards published in its Technical Catalogs.

After receiving your PORTOBELLO products, make sure they comply with the stated characteristics.

PORTOBELLO will carry out a technical inspection of any products for which it receives a complaint and products will only be considered defective following laboratory analysis that shows they do not comply with the catalog or ISO and ABNT technical standards. Only the ISO and ABNT technical standards mentioned above shall apply and no other technical standards will be accepted under any circumstances.

In you have any questions, please contact us for further information. Any **products presenting visible defects lose warranty coverage if installed or utilized.**

The warranty is valid for ninety (90) days from the product delivery date. **Please note you must retain your Invoice to validate your warranty.**

This warranty does not cover exchanging or replacing products subject to natural wear and tear under normal conditions. Also excluded from the warranty is damage from incorrect third-party transportation, falls, mistreatment, cleaning procedures that do not comply with the product manual, installation that fails to comply with the technical standards, misuse or other reasons beyond our control.

Portobello's warranty does not apply if a defect is caused by product application issues (i.e., if the product is not installed in accordance with the relevant technical standards or product manuals), or behavior of application substrates (structures, brickwork, plaster, mortar substrate, etc.), for which PORTOBELLO is not liable and over which it has no control.

If a hidden defect is encountered, PORTOBELLO agrees to carry out a technical inspection of the product. In these cases, this warranty is only valid if the products have been correctly applied (in accordance with our instructions and relevant technical standards) and the defect can be detected by our technicians.

The total warranty period for hidden defects is five from the date the Invoice stub is signed.

The warranty period is the legal warranty period stated in the Consumer Defense Code and PORTOBELLO's voluntary contractual warranty, totaling five years.

However, you must inform PORTOBELLO within ninety (90) days of detecting an issue. This warranty only applies to Extra Quality products identified as such on the packaging and does not cover any other damage. If a particular product is unavailable due to limited stock or changes to our product portfolio, it will be replaced with another product that presents similar characteristics and properties.

Warranty definitions: i) a visible defect means a defect that can be identified as soon as you start using the product; and ii) a hidden defect represents one that only appears after the product is used and is not readily apparent.

For further information, please contact our Customer Service center on 0800-648-2002. It will be a pleasure to serve you.

IMPORTANT DEFINITIONS:

Warranty Period – the period in which PORTOBELLO is liable for the purchased product's performance in accordance with ABNT NBR ISO 13006 and ABNT NBR ISO 10545 parts 1 to 16 quality standards over the total the legal and contractual warranties period.

Visible Defects - Defects or issues which can be detected visually at the time of delivery.

Hidden Defects - Defects or issues not detectable at delivery and that become apparent during normal use.

Consumer Defense Code (CDC) –Law No. 8078/90, which regulates the Consumer Protection and Defense Code, defining consumer and supplier rights and obligations.