

TERMS & CONDITIONS OF SALE

Terms and Conditions of Sale

In these Terms and Conditions of Sale, the manufacturer is referred to as "Seller" and the customer or person or entity purchasing products (the "Goods") from the manufacturer is referred to as the "Buyer". For purposes of these Terms and Conditions of Sale, order confirmation and pro-forma invoice shall be interchangeable. These Terms and Conditions of Sale, and the manufacturer's order confirmation (usually in the form of a pro-forma invoice) constitute the complete and exclusive agreement and understanding governing the sale of Goods by the manufacturer to Buyer (the "Agreement") and supersede all prior agreements, understandings or representations, whether written or oral, among the parties with respect to such matters. Provided, however, that if any term, provision or condition of the manufacturer's order confirmation should conflict or be inconsistent with any term of these Terms and Conditions, then the terms of the manufacturer's order confirmation shall prevail and control over such conflicting and/or inconsistent terms.

BY ACCEPTING THE ORDER CONFIRMATION - PRO FORMA INVOICE AND/OR INSTRUCTING THE SELLER TO SHIP GOODS (EITHER BY FACSIMILE OR E-MAIL COMMUNICATION), BUYER WILL MANIFEST ITS ACKNOWLEDGMENT, ACCEPTANCE AND AGREEMENT TO THESE TERMS AND CONDITIONS.

The manufacturer reserves the right to refuse any order, in its sole discretion. No order is accepted by the manufacturer until: (i) The manufacturer provides Buyer with a written order confirmation, and (ii) Buyer duly signs the order confirmation in acknowledgement.

acceptance and agreement, and returns the signed order confirmation to the manufacturer.

1. PRICES

All prices for Goods, including, but not limited to, those specified in the manufacturers price list or schedule, website or written quotation, are subject to change without notice. Such prices shall be automatically adjusted to reflect the manufacturer's prices for Goods as in effect at the time of the requested shipment date, and each shipment will be invoiced at such adjusted price. Unless otherwise expressly agreed by the manufacturer in writing, all prices are EX WORKS (which shall have the same meaning as in the Incoterms 2000 published by the International Chamber of Commerce), exclusive of any applicable taxes, duties, sales taxes, transportation and insurance costs or charges (collectively "Charges"), which Charges are to be borne exclusively by Buyer.

2. TERMS OF PAYMENT

Unless otherwise expressly agreed by the manufacturer in writing in the manufacturer's order confirmation, the purchase price for all orders shall be paid in full in advance of shipment.

All payments must be made in U.S. currency. In the event Buyer fails to make any payment when due, the manufacturer shall have the right, in addition to all other remedies available to the manufacturer either at law or in equity, to either terminate this Agreement immediately, without notice, or to suspend further performance under this Agreement. Buyer shall be liable for all expenses, including reasonable attorneys' fees, relating to the collection of past due amounts. If any payment owed to the manufacturer is not paid when due, it shall accrue interest at the rate of the lesser of 15% per annum, or the maximum amount permitted by applicable law, from the date on which such past due amount is due until the past due amount is paid in full. Should Buyer's financial responsibility become unsatisfactory to the manufacturer, cash payments or security satisfactory to the manufacturer may be required by the manufacturer for future deliveries and for the Goods thereafter delivered. If such cash payment or security is not provided, in addition to the manufacturer's other rights and remedies, the manufacturer may discontinue deliveries.

3. SHIPMENT AND DELIVERY

Unless otherwise expressly agreed in writing by the manufacturer, shipments are made EX WORKS (which shall have the same meaning as in the Incoterms 2000 published by the International Chamber of Commerce). Risk of loss or damage and responsibility shall pass from the manufacturer to Buyer upon delivery of the Goods to carrier. Any claims for shortages or damages suffered in transit are the responsibility of Buyer and shall be submitted by Buyer directly to the carrier. Shortages or damages must be acknowledged and signed for at the time of delivery. While the manufacturer will use all reasonable commercial efforts to maintain the delivery date(s) acknowledged or quoted by the manufacturer, all shipping dates are approximate and not guaranteed. The manufacturer reserves the right to make partial shipments. The manufacturer, at its option, shall not be bound to tender delivery of any Goods for which Buyer has not provided accurate shipping instructions. If the shipment of the Goods is postponed or delayed by Buyer for any reason, including but not limited to, Buyer providing the manufacturer with inaccurate shipping instructions, then Buyer agrees to reimburse the manufacturer for any and all transport and/or storage costs and other additional and incidental expenses resulting therefrom.

4. LIMITED WARRANTY

Subject to the limitations set forth in Section 5 below, the manufacturer warrants that Goods sold by the manufacturer as "first choice goods" are manufactured in accordance with the published technical standards. This limited warranty is valid only: (i) for a period of one hundred and eighty (180) days from the date of shipment of the Goods by the manufacturer, or (ii) for the period from the date of shipment of the Goods by the manufacturer until installation or attempted installation of the Goods, whichever is less. This limited warranty applies only to "first choice goods" sold by the manufacturer.

ALL GOODS SOLD BY THE MANUFACTURER OTHER THAN "FIRST CHOICE GOODS" ARE SOLD AS IS. THIS IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY THE MANUFACTURER WITH RESPECT TO THE GOODS AND IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHETHER OR NOT THE PURPOSE OR USE HAS BEEN DISCLOSED TO THE MANUFACTURER, AND WHETHER OR NOT THE MANUFACTURER'S PRODUCTS ARE SPECIFICALLY DESIGNED AND/OR MANUFACTURED BY THE MANUFACTURER AND/ OR BUYER'S (OR ANY SUBSEQUENT TRANSFERREE'S, AS DEFINED BELOW) USE OR PURPOSE.

OTHER THAN REPRESENTATIONS OR WARRANTIES MADE BY THE MANUFACTURER IN THEIR RESPECTIVE LITERATURE AND/OR PACKAGING, NO REPRESENTATION OR WARRANTY OF ANY KIND REGARDING THE GOODS MADE BY ANY PERSON OR ENTITY INCLUDING, BUT NOT LIMITED TO, INDEPENDENT DISTRIBUTORS AND SALES REPRESENTATIVES, SHALL BE BINDING UPON THE MANUFACTURER.

IF YOU ARE A CONSUMER, AND SHOULD ANY APPLICABLE LAW PROHIBIT THE DISCLAIMER OF IMPLIED WARRANTIES SET FORTH ABOVE, THEN ANY IMPLIED WARRANTIES (INCLUDING THOSE THAT WOULD EXIST WILL BE STRICTLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY SET FORTH ABOVE.

Notwithstanding the foregoing, this limited warranty does not extend to any losses or damages due to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than the manufacturer's), unauthorized modification or alteration, use beyond rate capacity, improper installation, maintenance or application. To the extent that Buyer or its agents have supplied specifications, information, representation of operating conditions or other data to the manufacturer in the selection or design of the Goods and the preparation of the manufacturer's quotation, and in the event that actual operating conditions or other conditions differ from those represented by Buyer, any warranties or other provisions contained herein which are affected by such conditions shall be null and void.

Buyers must notify the manufacturer of any defects in the Goods in writing, via certified mail within thirty (30) days of Buyer's receipt of the Goods. Upon receiving Buyer's notice of defect, the manufacturer shall, at its option, repair, correct or replace the Goods EX WORKS (which shall have the same meaning as in the Incoterms 2000 published by the International Chamber of Commerce), or refund the purchase price for that portion of the Goods found by the manufacturer to be defective. Failure by Buyer to give such written notice within the applicable time period shall be deemed an absolute and unconditional waiver of Buyer's claim for such defects. Goods repaired or replaced during the warranty period shall be covered by the foregoing warranty for the remainder of the original warranty period or ninety (90) days from the date of shipment, whichever is longer. Notwithstanding the provisions contained in the preceding sentences of this paragraph, Buyer shall be deemed to have accepted the Goods and absolutely and unconditionally waived its rights to claim for any defects: (i) upon installation or attempted installation of the Goods, or (ii) if the Goods are otherwise used or altered in any way.

Buyer assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Goods, either alone or in combination with other products/components.

This Section 4 also applies in the event that any entity or person (other than Buyer) buys, acquires or uses the Goods, including, but not limited to, any entity or person who obtains the Goods from Buyer (any of them a "Subsequent Transferee"). Buyer hereby covenants and agrees to provide such Subsequent Transferee with conspicuous written notice of the provisions set forth in Sections 4 and 5 of these Terms and Conditions of Sale, by providing each such Subsequent Transferee with a copy of the notice attached hereto as Exhibit "A". Buyer, furthermore, covenants and agrees that it shall not make any representation or warranty whatsoever regarding the Goods to any third party (either on behalf of the manufacturer or on its own account), other than the limited warranty of the manufacturer set forth in this Section 4.

BUYER HEREBY COVENANTS AND AGREES THAT, SHOULD IT FAIL TO COMPLY WITH THE PROVISIONS OF THIS LAST PARAGRAPH OF SECTION 4, BUYER SHALL DEFEND, INDEMNIFY, AND HOLD THE MANUFACTURER AND/ ITS OFFICERS, EMPLOYEES, AND AGENTS HARMLESS FROM AND AGAINST ANY AND ALL LIABILITY, LOSS, EXPENSE (INCLUDING REASONABLE ATTORNEYS' FEES), OR CLAIMS FOR INJURY OR DAMAGES (INCLUDING, BUT NOT LIMITED TO GENERAL, CONSEQUENTIAL, INCIDENTAL AND PUNITIVE DAMAGES) ARISING OUT OF OR IN CONNECTION WITH BUYER'S OR BUYER'S EMPLOYEES, AGENTS, REPRESENTATIVES' AND/OR INDEPENDENT CONTRACTORS' BREACH OF THESE TERMS AND CONDITIONS OF SALE.

5. LIMITATION OF REMEDY AND LIABILITY

THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY HEREUNDER SHALL BE LIMITED TO REPAIR, CORRECTION OR REPLACEMENT, OR REFUND OF THE PURCHASE PRICE IN ACCORDANCE WITH SECTION 4 ABOVE.

THE MANUFACTURER SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY DELAY IN PERFORMANCE AND IN NO EVENT, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), SHALL THE MANUFACTURER'S LIABILITY TO BUYER AND/OR ANY SUBSEQUENT TRANSFERREES EXCEED THE PRICE PAID BY BUYER FOR THE SPECIFIC GOODS PROVIDED BY THE MANUFACTURER GIVING RISE TO THE CLAIM OR CAUSE OF ACTION. BUYER AND ANY SUBSEQUENT TRANSFERREE AGREES THAT IN NO EVENT SHALL THE MANUFACTURER'S LIABILITY TO BUYER AND/OR ANY SUBSEQUENT TRANSFERREES EXTEND TO INCLUDE INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES.

The term "consequential damages" shall include, but not be limited to, loss of anticipated profits, loss of business opportunity, business interruption, loss of use or revenue, cost of capital or loss of damage to property or equipment.

It is expressly understood that any technical advice furnished by the manufacturer with respect to the use of the Goods is given without charge, and the manufacturer assume no obligation or liability whatsoever for the advice given, or results obtained, all such advice being given and accepted at Buyer's own risk.

6. EXCUSE OF PERFORMANCE

The manufacturer shall NOT be liable for delays in performance or for non-performance due to acts of God; acts of Buyer; war; fire; flood; weather; sabotage; strikes or labor disputes; civil disturbances or riots; governmental requests, restrictions, allocations, laws, regulations, orders or actions; unavailability of or delays in transportation; default of suppliers; material fluctuations in the exchange rate between the U.S. Dollar and Euro; and/or unforeseen circumstances or any events or causes beyond the manufacturer's reasonable control. Deliveries or other performances may be suspended for an appropriate period of time or cancelled by the manufacturer upon notice to Buyer in the event of any of the foregoing, but the balance of the Agreement shall otherwise remain unaffected as a result of the foregoing.

If the manufacturer determines that its ability to supply the total demand for the Goods, or to obtain material used directly or indirectly in the manufacture of the Goods, is hindered, limited or made impracticable due to causes set forth in the preceding paragraph, the manufacturer may allocate its available supply of the Goods or such material (without obligation to acquire other supplies of any such Goods or material) among its purchasers on such basis as the manufacturer determines to be equitable without liability for any failure of performance which may result therefrom.

7. CANCELLATION

Buyer may cancel orders only upon reasonable advance written notice and upon payment to the manufacturer of the manufacturer's cancellation charges which include, among other things, all costs and expenses incurred, and to cover commitments made by the manufacturer and a reasonable profit thereon. The manufacturer's determination of such cancellation charges shall be conclusive. PROVIDED, HOWEVER, THAT ANY CANCELLATION MUST BE MADE BEFORE THE GOODS HAVE BEEN SHIPPED.

8. CHANGES

Buyer may request changes or additions to the Goods consistent with the manufacturer's specifications and criteria. In the event, such changes or additions are accepted by the manufacturer, the manufacturer may revise the price and dates of delivery accordingly. The manufacturer reserves the right to change designs and specifications for the Goods without prior notice to Buyer, except with respect to Goods being made-to-order for Buyer.

9. INDEMNIFICATION

Buyer hereby covenants and agrees to defend, indemnify and hold harmless the manufacturer, their officers, directors, employees, agents, advisers, representatives and affiliates (collectively, the "Indemnitees") from and against, and pay or reimburse the Indemnitees for any and all claims, liabilities, obligations, losses, fines, costs, royalties, proceedings, deficiencies or damages (whether absolute, accrued, conditional or otherwise and whether or not resulting from third party claims), including out-of-pocket expenses and reasonable attorneys' and accountants' fees incurred in the investigation or defense of any of the same or in asserting any of their respective rights hereunder (collectively, "Losses"), resulting from or arising out of: (i) Buyer's breach of any provision or covenant set forth in this Agreement, and/or (ii) Buyer's making of any representation to any third party regarding the Goods other than the limited warranty set forth in Section 4 above.

10. ASSIGNMENT

Buyer shall not assign its rights or delegate its duties hereunder or any interest herein without the prior written consent of the manufacturer, and any such assignment, without such consent, shall be void.

11. GENERAL PROVISIONS

No change, modification, rescission, discharge, abandonment, or waiver of these Terms and Conditions of Sale shall be binding upon the manufacturer unless made in writing and signed on its behalf by a duly authorized representative of the manufacturer. No conditions, usage of trade, course of dealing or performance, understanding or agreement purporting to modify, vary, explain, or supplement these Terms and Conditions of Sale shall be binding unless hereafter made in writing and signed by the party to be bound, and no modification or additional terms shall be applicable to this Agreement by the manufacturer's receipt, acknowledgment, or acceptance of purchase orders, shipping instruction forms, or other documentation containing terms at variance with or in addition to those set forth herein. No waiver by either party with respect to any breach or default, or of any right or remedy, and no course of dealing, shall be deemed to constitute a continuing waiver of any other breach or default or of any other right or remedy, unless such waiver be expressed in writing and signed by the party to be bound. All typographical or clerical errors made by the manufacturer in any quotation, acknowledgment or publication are subject to correction.

12. SEVERABILITY

If any provision of this Agreement shall be held invalid or unenforceable by competent authority, such provision shall be construed so as to be limited or reduced to be enforceable to the maximum extent compatible with the law as it shall then appear. The total invalidity or unenforceability of any particular provision of this Agreement shall not affect the other provisions hereof and this Agreement shall be construed in all respects as if such invalid or unenforceable provision were omitted.

13. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of the State of Tennessee without reference to its conflicts of laws principles. Buyer and the manufacturer agree to submit all disputes arising out of or in connection with this Agreement to the exclusive jurisdiction of the State and Federal courts of the State of Tennessee, located in Williamson County. EACH PARTY TO THIS AGREEMENT ACKNOWLEDGES AND AGREES THAT ANY CONTROVERSY WHICH MAY ARISE UNDER THIS AGREEMENT IS LIKELY TO INVOLVE COMPLICATED AND DIFFICULT ISSUES, AND, THEREFORE, EACH SUCH PARTY HEREBY IRREVOCABLY AND UNCONDITIONALLY WAIVES ANY RIGHT SUCH PARTY MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY LITIGATION DIRECTLY OR INDIRECTLY ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR THE BREACH, TERMINATION OR VALIDITY OF THIS AGREEMENT, OR THE TRANSACTIONS CONTEMPLATED BY THIS AGREEMENT. EACH SUCH PARTY CERTIFIES THAT THEY HAVE NOT RELIED UPON ANY REPRESENTATION OR INDUCEMENT OF THE OTHER PARTY IN AGREEING TO THIS PROVISION AND THAT THEY FREELY, KNOWINGLY AND VOLUNTARILY WAIVE THEIR RIGHT TO A JURY TRIAL. The Convention for the International Sale of Goods shall not apply to this Agreement.

14. U.S. EXPORT CONTROL REGULATIONS

All Goods sold to Buyer are subject to the export control laws of the United States and Buyer agrees not to re-sell or divert any Goods contrary to such laws.

15. RETURNED GOODS

Any and all material which Buyer desires to return and which Seller agrees to take back will be accepted only with prior written authorization and must be in full compliance of this Seller's return policy. No returns will be accepted on discontinued or not 1st grade material. Returns will not be accepted unless the Company has first issued a return authorization number. Only Company's Customer Service Department can authorize a return, and all return authorizations must be in writing. No sales representative may accept the return of any products without such written authorization. Products may be returned to the Company only after inspection by the Company and after receipt by the Customer of shipping instructions. Returns will be charged a minimum restocking charge of 25% (unless the Company erred in filling the order) and will be limited to full and unopened cartons that have not been damaged or mutilated in any way. Shipping, handling, insurance, taxes, risk of loss and tariff charges for return products shall be borne by Customer.

16. NO THIRD-PARTY RIGHTS

These Terms and Conditions of Sale create no third-party rights between the manufacturer and any person other than Buyer, including but not limited to any Subsequent Transferee. It is understood and agreed that the parties do not intend that any third party be a beneficiary of these Terms and Conditions of Sale.

LAYING SUGGESTIONS

LAYING SUGGESTIONS

Before starting the installation process, make sure the laying surface is well cured, flat and completely clean.

RECOMMENDED ADHESIVES

The use of an appropriate adhesive is essential for a correct installation. For the installation of ceramic tile you should follow the laying instructions provided by leading adhesives manufacturers. You should choose the most suitable adhesive on the basis of the following factors:

- type of bed;
- type and size of tile;
- use of tiled surface (floor/wall; indoor/outdoor);
- weather conditions at the time of laying;
- waiting time before the ceramic surface can be used.

USE TYPE OF BED	TYPE OF TILE TYPE	RECOMMENDED ADHESIVES EUROPEAN STANDARDS EN 12004
INDOOR WALL TILE		
Cementitious plaster or mortar Plaster (plaster or panels, following application of a suitable PRIMER) Painted walls (only if the paint is firmly anchored)	white body wall tile	Improved cementitious adhesives resistant to slip and with long open time (Class CZTE - EN 12004)
	porcelain stoneware tile	
Cast concrete Plasterboard Waterproofing in bathrooms and showers Existing ceramic tile	white body wall tile	Improved cementitious adhesives resistant to slip with long open time and deformable (Class CZTE - S1 - EN 12004)
	porcelain stoneware tile	
INDOOR FLOORS		
Cementitious screeds Existing cement floors (cement concrete, bush-hammered) Anhydrite screeds (following application of a suitable PRIMER)	porcelain stoneware tile	Improved cementitious adhesives with long open time (Class CZE - EN 12004)
Concrete floors - Heating floors Existing ceramic, terrazzo and natural stone floors Waterproofing in bathrooms	porcelain stoneware tile	Improved cementitious adhesives with long open time and deformable (Class CZE - S1 - EN 12004)
OUTDOOR FLOORS		
Cementitious screeds Concrete floor Layers of waterproofing	porcelain stoneware tile	Improved cementitious adhesives with long open time and highly deformable (Class CZE - S2 - EN 12004)
OUTDOOR WALLS		
Cementitious plaster	porcelain stoneware tile	Improved cementitious adhesives resistant to slip with long open time and highly deformable (Class CZTE - S2 - EN 12004) (*)
Concrete cast in situ or prefabricated	porcelain stoneware tile	Improved cementitious adhesives resistant to slip with long open time and highly deformable (Class CZTE - S2 - EN 12004) (*)

(*) For large size tile laid at a height of more than 10 ft, certain international regulations specify that tile should be laid using a mixed system of adhesive and mechanical fixtures chosen in relation to the weight of the tile, height of the tiling and site conditions.

When laying at low temperatures or if rapid use of the tiled surface must be guaranteed, you are recommended to use rapid setting improved cementitious adhesives (Class CZF - EN 12004).

CLEANING AND MAINTENANCE

SPREADING THE ADHESIVES AND LAYING THE TILE

Spread the adhesive on the bed using a suitably toothed spatula.

Press down well on the tile to ensure wetting of at least 70% of the total surface.

When laying tile in commercial interiors or outdoors, it is vital to apply the adhesive using the double spreading technique to avoid empty spaces in the ceramic tile-bed interface.

RECOMMENDED GROUTS

It is important to use a grout appropriate for the use to which the ceramic surface will be put.

You should follow the instructions provided by leading grout manufacturers.

USE	RECOMMENDED GROUTS EUROPEAN STANDARDS EN 13888
Residential interiors	Improved cementitious mortars for joints (Class CG2 - EN 13888)
Damp interiors (bathrooms, showers, swimming pools, ...) and outdoors	Improved cementitious mortars for joints with low water absorption (Class CG2 W - EN 13888) obtained with the addition of a suitable liquid additive
Commercial premises	Improved cementitious mortars for joints with high resistance to abrasion (Class CG2 Ar - EN 13888) obtained with the addition of a suitable liquid additive
Premises requiring total hygiene and resistance to chemical agents (kitchen work surfaces, food industry, hospitals, supermarkets, etc).	Epoxy mortars (Class RG - EN 13888).

ELIMINATING EXCESS GROUT

To correctly and easily eliminate excess grout, follow the instructions given by the grout manufacturer. In general, proceed as follows:

Cementitious grouts

When the grout becomes opaque (normally after 10-20 minutes), clean with a hard cellulose sponge using movements on a diagonal to the joints. It is important to respect the drying time to avoid removing the grout from the joints.

Epoxy grouts

When the mixture is still fresh, wet the surface with plenty of water, emulsifying with a Scotch-Brite® pad, paying attention not to empty the joints.

The residual grout liquid can be removed with a hard cellulose sponge (to be replaced when excessively soaked with resin).

It is vital to remove epoxy grout rapidly before it starts hardening as it is extremely difficult to remove subsequently. If the epoxy grout has started to harden, try adding 10% alcohol to the washing water.

FINAL SITE CLEANING

After a few days, eliminate residues with a commercial Scotch-Brite® pad, brush or single brush floor cleaner (for large surfaces).

For walls, use a neutral detergent in hot water.

For floors, use a mild acid wash diluted according to the type of surface (smooth or textured). It is important to protect marble or metal inserts previously with adhesive tape.

Rinse with abundant clean water to eliminate all marks or residues from the joints.

If necessary, repeat the acid wash at a higher concentration, unless there are marble or metal inserts. Do not use diluted commercially-available acids.

CLEANING AND MAINTENANCE¹

ROUTINE MAINTENANCE

You are recommended to use ordinary neutral detergent diluted in water.

Avoid using acid or alkaline products, waxes and/or impregnants and metal pads (iron or steel sponges).

In the event of heavy dirt or particularly textured surfaces, use an alkaline detergent and rinse after washing.

For large surfaces, the use of a floor washing machine is recommended.

EXTRAORDINARY MAINTENANCE

In the event of dirt resistant to the ordinary cleaning, use a suitable detergent for the particular kind of dirt.

TYPE OF DIRT (resistant to ordinary maintenance)	DETERGENT/SOLVENT
Coal, lime efflorescence, chalk, metal marks, rust, graphite, emulsion paint	Acid detergents*
Coca cola, coffee, wine, beer, ice cream	Alkaline detergents
Resin, silicon or mechanical oils, candle wax, paint	Solvents
Tyre marks, sole marks, sucker marks	Alkaline detergent in an abrasive paste

* Important: Acid products may corrode marble, granite, natural stone and metal. Avoid using in the presence of decoration or inserts in these materials.

¹WARNING

The suggestions and advice given above are the fruit of research, laboratory tests and many years experience.

However, the cleaning characteristics of the materials may vary significantly depending on the laying method, conditions of use, type of surface and environment. Generally speaking, the higher the non-slip characteristics of the tile, the more difficult they are to clean.

The maintenance and cleaning operative should always test each cleaning method empirically in advance (if possible on a piece of the material not laid)

In the case of particularly heavy use (for example, mechanical workshops or environments with a heavy presence of oily residues and tyre marks), incorrect laying or inappropriate cleaning, the manufacturer declines all responsibility for the effectiveness of cleaning and maintenance operations.

The manufacturer can under no circumstances be held responsible for events, damage or defects caused by incorrect laying, negligent cleaning and maintenance or the use of materials and adhesives inappropriate for the use.