

PRODUCT GUARANTEE

RCS products are manufactured to the highest quality standards and in support of this we are able to offer a 12 months guarantee on the range of products manufactured by RCS Srl, in accordance with the European consumer law (1999/44/EC directive).

The above guarantee is offered on all products installed according to RCS Srl's written instructions, used in the manner for which they were intended, and does not apply to any products that have been misused or abused in any way.

In the unlikely event that you are required to make a claim, you must send your claim in writing providing invoice number, date, details of the defects and images to support your claim. At our discretion, we will resolve the fault, by repairing or replacing any defective component. The replacement part supplied will be the nearest equivalent to the failed part available in the RCS Srl range at the date the replacement is supplied.

Signature RCS's warranty covers manufacturing defects for all Products purchased to the period of warranty as below strictly with effective from the date of invoice, subject to the terms and conditions stated below:

The product	Period of Warranty
Cabinet doors	12 Months
Shelves	12 Months
Worktop	12 Months
Furniture	12 Months
Plinths	12 Months
Other parts	12 Months
Backsplash	12 Months
Panels	12 Months

1. This warranty is to the benefit of the original purchaser of the Product (the "Customer") and it is not transferable to any other party.
2. This warranty shall not cover the following circumstances and the costs to replace or repair shall be borne by the Customer: -
 - a) The effects of normal wear and tear of the Product;
 - b) Cosmetic damage, including scratches, dents, chips, cut or damages caused by impacts or accidents unless such damage results from defects in materials or workmanship and is reported to RCS srl within 30 days from the date of the goods received
 - c) The damages caused by power surges or outages;
 - d) The damages caused by water leakages from water outlets or water spillage due to user's negligence;

RCS srl

- e) The damages caused by fire, flood, explosion, acts of God, or other external causes beyond Signature Kitchen's control;
 - f) The damages caused by lack of normal maintenance, negligence, misuse, willful damage or it was not maintained according to RCS rules
 - g) The damages caused by extreme conditions such as excessive exposure to direct sunlight, exposure to moisture or exposure to extreme temperatures;
 - h) The defects caused by cats, dogs, household pests including but not limited to termites, ants, wood borers and rats;
 - i) Natural variations in the color, materials or textures, changes arising from natural aging process of the material and grain of the wood, deterioration or tarnishing to surface finishes; or
 - j) The Product has undergone, repairs, modifications, alterations or dismantlement by any non authorized party.
3. All warranty claims are subject to RCS srl discretion with verification from appointed RCS srl Authorized Service arranged by RCS srl and the Customer shall present the following documents for warranty claim:
 - a) The invoice and official receipt from RCS srl
 - b) The hand over letter.
 4. RCS srl shall at its discretion, either repair the defective Product or replace it with the same or a comparable product in the event that the product is discontinued.
 5. Any defected parts removed in the course of repair or dismantlement works will become the property of RCS srl.
 6. In no event shall RCS srl be liable for any special, indirect or consequential damages.

INSTALLATION PROCEDURE (RIF.PRODUCT GUARANTEE)

To allow correct installation of the product supplied by RCS, please respect the following rules:

- 1) Remove any protective film from the surface by gently lifting the film from the product corner. If the film would be resistant to manual removal, please use a cloth with water and remove it from the surface.
- 2) Do not use aggressive products to clean the panel. It is advisable to use normal delicate detergents (10% Alcool + 90% water) and water for a correct cleaning of the planar surface and edges.
- 3) During the hinge drilling phase, make sure to drill the panel on a smooth surface and with machinery indicated in the hinge drilling phase. If the panel has handle machining or other type of panel machining, make sure not to press in the part of the machining to make holes or other types of machining.
- 4) In the case of door drilling with screws, it is strongly recommended to make a hole before installing the screw. Make sure to use suitable stains for drilling and with the correct pressure on the panel, in order to avoid possible cracks or other types of drilling issues. RCS will not cover with guarantee if the screws applied are not suitable for cabinet doors and panels in MDF support.
- 5) Lift the panel with the help of at least two people before installing or working on the panel. RCS will not cover any damages due of wrong installation.

RCS is exempt from any dispute deriving from non-compliance with the rules mentioned in pt. 01-02-03-04-05.

Castelplanio, 2021/01/01 – (yyyy/mm/dd)

Patrick Rango
CEO – RCS srl



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