

Warranty

Roca Griega warrants its products to be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the original date of delivery, provided that the recommended instructions in the Care & Maintenance document are performed. Should a defect occur during the specified time frame, Roca Griega will provide repair materials or replace the existing product at no cost to the purchaser based on an evaluation by Roca Griega at its sole discretion. Roca Griega is not responsible for any costs associated with crating, shipping, handling, re-installation labor or disposal of replaced products or components. Roca Griega does not provide onsite repair, visits or service. Roca Griega will coordinate shipping, but the purchaser will ultimately be responsible for those costs. This warranty is null and void in the case of neglect or misuse.

1. Our products are handcrafted individually, and there are no guarantees on an exact color match between individual pieces or to color charts represented online or on print. There will be different color tone and uniformity of color between different pieces or within each piece itself. Our artisans work hard to create the color you've chosen, but realize that within that palette, color tone variations and non-uniformity may occur.
2. Maintenance is the sole responsibility of the purchaser. For everyday cleaning use a damp cloth. Refrain from using acidic cleaners or strippers such as, but not limited to, muriatic, sulfamic, or orange concentrate cleaners.
3. Over time, resealing the concrete may become necessary to protect the product. Our products can be re-sealed by Roca Griega (to be invoiced separately) to keep them looking new.
4. Concrete products may develop small, non-structural cracks. There is no warranty that our concrete products will not crack. There is an old adage "if it ain't cracked, it ain't concrete." At the end of the day, our products are still made of concrete, no matter how sophisticated. Even if a crack develops, the fibers that are mixed within our concrete are designed to hold the pieces together under "normal" loads in which the product has been designed. We emphasize that the development of a crack normally does not disrupt the performance or structural properties of the concrete basin. A structural crack is defined as a crack that disrupts the structural integrity of the basin, thus causing it to lose its frame. Most often structural cracks go all the way through the concrete, tearing the concrete completely apart and allowing the user to see through the concrete. Alternately, a structural crack could be a crack that is wider than a hairline crack and goes all the way from the top to the bottom on the product. If you think you might have a structural crack, not caused by negligence, call Roca Griega for an evaluation.
5. This warranty does not cover claims for items that have been subject to mishandling, misuse, neglect, accident, vandalism or that have been modified or altered, or items that have been subject to maintenance practices other than those specified in the Product Care & Maintenance document.
6. It is the responsibility of the purchaser to carefully examine, in the presence of the delivery driver, all products upon receipt of the order. Photos of damaged items must be taken while the object is still attached to the pallet in order to be considered as valid evidence of mishandling by the carrier or as a consequence of inadequate packing by Roca Griega.

Failure to handle Roca Griega products in accordance with the recommendations listed in the Care and Maintenance document (attached) will void this warranty. Contact Roca Griega directly with questions or to receive another copy of the Care and Maintenance document.