

# Technical Details

# Overview

## Standard EN 14411 – G

Technical Characteristics – Caratteristiche tecniche	STANDARD – NORMA	VALUES PRESCRIBED BY STANDARD EN 14411-G – VALORI PRESCRITTI DALLE NORME EN 14411 - G	* AVERAGE VALUE –VALORE MEDIO		
<b>DIMENSIONS – DIMENSIONI</b>					
Sides – Lati	EN ISO 10545-2	± 0,3% Max (± 1,0 Mm max)	COMPLIANT – CONFORME		
Thickness – Spessore	EN ISO 10545-2	± 5,0% Max (± 0,5 Mm max)	COMPLIANT – CONFORME		
Straightness of edges – Rettilineità degli spigoli	EN ISO 10545-2	± 0,3% Max (± 0,8 Mm max)	COMPLIANT – CONFORME		
Orthogonality – Ortogonalità	EN ISO 10545-2	± 0,3% Max (± 1,5 Mm max)	COMPLIANT – CONFORME		
Flatness – Planarità	EN ISO 10545-2	± 0,4% Max (± 1,8 Mm max)	COMPLIANT – CONFORME		
Water absorption – Assorbimento d'acqua	EN ISO 10545-3	≤ 0,5%	≤ 0,05%		
Bending resistance – Resistenza alla flessione	EN ISO 10545-4	S ≥ 700 n (< 7,5 mm) S ≥ 1300 n (> 7,5 mm) R ≥ 35 n/mm <sup>2</sup>	6 mm S ≥ 900 n R ≥ 40 n/mm <sup>2</sup>	12 mm S ≥ 3500 n R ≥ 40 n/mm <sup>2</sup>	20 mm S ≥ 10000 n R ≥ 40 n/mm <sup>2</sup>
Impact resistance – Resistenza all'urto	EN ISO 10545-5	DECLARED VALUE – VALORE DICHIARATO	> 0,85		
Abrasion resistance – Resistenza all'abrasione	EN ISO 10545-6	≤ 175 mm <sup>3</sup>	< 145 mm <sup>3</sup>		
Coefficient of linear thermal expansion – Coefficiente di dilatazione termica lineare	EN ISO 10545-8	—	> 6x10 <sup>-6</sup> c <sup>-1</sup>		
Thermal shock resistance – Resistenza agli sbalzi termici	EN ISO 10545-9	TEST PASSED IN ACCORDANCE WITH EN ISO 10545-1	NO DAMAGE – NESSUN DANNO		
Frost resistance – Resistenza al gelo	EN ISO 10545-12	TEST PASSED IN ACCORDANCE WITH EN ISO 10545-1	NO DAMAGE – NESSUN DANNO		
Resistance to chemical aggression – Resistenza all'attacco chimico	EN ISO 10545-13	Ub min.	Matt – Matte A LA HA	Satin – Satinato A LA HA	Polished – Lucidato A LA
Stain resistance – Resistenza alle macchie	EN ISO 10545-14	DECLARED VALUE – VALORE DICHIARATO	5		
Migration of lead and cadmium – Cessione di piombo e cadmio	EN ISO 10545-15	DECLARED VALUE – VALORE DICHIARATO	< THAN DETECTED LIMIT < AL LIMITE DI RILEVAMENTO		
Slipperiness – Scivolosità	DIN 51130	—	Matt – Matte R9	Satin – Satinato —	Polished – Lucidato —

For the specific certificates please contact Infinity directly – Per i certificati specifici, contattare INFINITY

# Technical Details EN

## TECHNICAL CHARACTERISTICS

### WATER ABSORPTION

#### ISO 10545-3

The water absorption of Infinity slabs is minimised thanks to production and quality control standards of an extremely high level, which guarantee compactness and a reduced level of porosity. The value given in the tables of technical characteristics refers to the percentage of water absorbed with respect to the mass.

### BENDING RESISTANCE

#### ISO 10545-4

The value expressed allows an analysis of the ability of the slabs to withstand static and dynamic stress in the test conditions.

### ABRASION RESISTANCE

#### ISO 10545-6

The test is performed on unglazed (UGL) surfaces in order to determine the quantity of material that is removed following the action of an abrasive disc (150 rev). The Infinity slabs prove to be more resistant the less material is removed by the disc.

### FROST RESISTANCE

#### ISO 10545-12

Outdoor applications are particularly prone to deterioration due to frost, because in the event that any water absorbed turns into ice, this can lead to the tile breaking. The Infinity slabs are not damaged by frost in any way thanks to their compactness and low porosity.

### RESISTANCE TO CHEMICAL AGGRESSION

#### ISO 10545-13

The laboratory analysis is able to determine the resistance of glazed (GL) and unglazed (UGL) surfaces to chemical aggression by using acids and bases with a high concentration in line with the following classification: LA, HA, A: no visible effect.

### SLIPPERINESS

#### 1\_DIN 51130

In this test, a person is asked to stand on a flat surface covered with tiles and sprinkled with oil. This surface is then tilted until the person, wearing specific footwear, starts to slip. The following classification is established by the angle of inclination of the tiled surface at the moment the person starts to slip:  
up to <math>6^\circ</math> unclassified  
<math>6^\circ</math> to <math>10^\circ</math> R9

### STAIN RESISTANCE

#### ISO 10545-14

Three different elements (oil, iodine solution and green chrome solution) are applied to and left on the tiles for 24 hours, after which they are then cleaned:

#### Class E 5

The stain is removed with hot running water for 5 minutes.

#### Class E 4

The stain is removed using a weak neutral detergent and a non-abrasive sponge.

#### Class E 3

The stain is removed using a basic detergent containing an abrasive agent and a rotating brush with hard bristles.

#### Class E 2

The stain is removed using a suitable solvent, left on the stain for 24 hours.

#### Class E 1

The stain cannot be removed.

### CHARACTERISTICS OF THE INFINITY SLABS

The Infinity slabs are produced only with natural, mineral raw materials. Research on the product has made it possible to obtain an effect that is extremely close to the natural material, with the advantage that the typical defects and blemishes in the original product found in nature can be removed using technology.

Basic formats and special trims can be supplied in autonomous shades.

Any minor variations in size fall within the standard tolerance values;

Any minor dots add to the natural feel of the material;

Any second choice or discontinued products are sold on an "as seen" basis

and may not be returned;

The use of Infinity slabs with non-rectified edges is allowed only after the de-tensioning of the slab by removing any excess from the outer edges, as per the specifications in the technical manual.

### DOCUMENTATION

Infinity | The engineered surface reserves the right to make changes to the products illustrated in this catalogue for production requirements or with the aim of improving the technical/aesthetic quality.

The samples are purely indicative.

The packaging and weight information shown may vary for production requirements.

To avoid any problems, we recommend contacting the sales department at the time of placing an order.

## SPECIFICATIONS

### DESCRIPTION OF THE MATERIAL

Superior quality slabs in fine porcelain stoneware, even throughout the thickness.

#### Manufacturer

Infinity | The engineered surface

Pavullo (MO) Italy

These slabs are compact in their mass and made up of noble clays, quartzes, feldspars and calcined oxides (without adhesives, resins or additives), pressed at 450 kg/cm<sup>2</sup> and fully sintered at a temperature over 1,200 °C.

### SURFACE FINISHES

The surface finishes may be:

› Polished

› Satin

› Matt

The Polishing process is carried out mechanically using diamond grinding discs and water, without any other chemical substances.

### FORMATS AND SIZE TOLERANCES

In the case of rectified material, the gauge is defined according to

› Internal quality standards, compliant with and higher than those laid forth in the standard EN 14411 - G.

Below are our average tolerance values:

› Length and width +/- 0.3%

› Thickness +/- 5.0%

› Straightness of edges +/- 0.3%

› Orthogonality +/- 0.2%

› Flatness +/- 0.2%

### TECHNICAL DATA (AVERAGE VALUES)

› Water absorption: < 0.1%

› Bending resistance: 40 N/mm<sup>2</sup>

› Deep abrasion resistance: < 14.5 mm<sup>3</sup>

› Frost resistance compliant with standard: EN ISO 10545-12

› Resistance to chemical aggression compliant with standard: EN ISO 10545-13

› Ultimate tensile strength (referred to the thickness of respectively 6 mm – 12 mm – 20 mm): 900 N - 3,500 N – 10,000 N

The above technical data refer to the first choice and are compliant with the standard EN 14411 (the certificates are available on request).

Any materials presented as an alternative to the Infinity slabs must not be produced with surrogate methods and must not have technical characteristics that are any lower.

## CERTIFICATIONS

### GREEN COMMITMENT

Infinity is committed to minimising environmental impacts all stages of its production cycle.

This commitment is reflected in the practices that Infinity proudly follows:

› 100% of waste produced is reused during the production process.

› 100% of water used in the production process is purified and reused completely during the milling process.

› 60% of the electricity consumed is generated by the Infinity factory.

› The Infinity slabs are made entirely from natural, non-toxic raw materials.

› Like all manufacturers who are members of Ceramics of Italy, Infinity voluntarily adheres to the Best Available Techniques (BAT).

› As attested by the CCC protocol, Infinity has almost completely eliminated the use of Zirconium Silicate in its range.

Therefore, if you choose Infinity for your architectural or interior design project, you are not only choosing quality and efficiency, but you are also taking a stand on protecting the environment for future generations.

### CSR INFINITY

As part of the Concorde Group and Confindustria Ceramica, Infinity is committed on a daily basis to respecting and complying with Corporate Social Responsibility (CSR), which focuses on a more sustainable and ethical management of all business activities.

In fact, Infinity firmly believes that the most successful forms of development should not only consider the economic aspects, but should also meet the highest environmental, social, institutional and governance standards.

All this translates into concrete measures and care that Infinity puts into practice by:

› Respecting nature and the surrounding environment, which is demonstrated by making green and sustainable corporate choices.

› Investing locally in the territory of Modena where the company is based.

› Complying with the most recent laws and regulations on safety in the workplace, safeguarding the physical and psychological health of employees by offering a healthy and comfortable working environment.

› Developing its human resources, with training courses and workshops aimed at strengthening its skills and team work. Infinity firmly believes in its talents and in the development of its staff.

### MARKING

In accordance with Directive no. 89/106/CE on Construction Products, the CE mark is affixed as a sign of compliance with the essential product safety requirements. The CE mark is a necessary condition for placing a product on the European market. For more information, please contact your Infinity dealer or the company:

### Infinity | The engineered surface

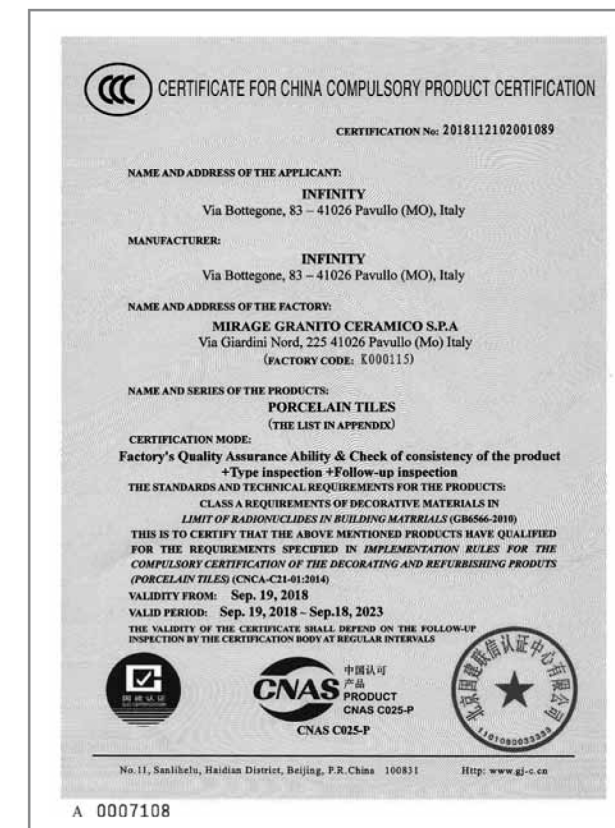
Via Giardini Nord 225, 41026 Pavullo (MO) Italy

www.infinitysurfaces.it – info@infinitysurfaces.it

### ISO 10545-6



CARATTERISTICHE TECNICHE SPECIFICHE DISPONIBILI SU RICHIESTA  
SPECIFIC TECHNICAL CHARACTERISTICS AVAILABLE ON DEMAND



A 0007108



## USE AND MAINTENANCE

### SUGGESTIONS FOR CORRECT FITTING AND CLEANING

Although the slabs are mainly intended for furnishing, Infinity slabs may also be fitted in the traditional way as flooring and wall coverings to create spaces with a "total look". The following specifications refer to slabs fitted as flooring and wall coverings. With regard to the gluing of the slabs on furnishing elements, we recommend you consult the Infinity technical manual.

### FITTING

When you receive the material ordered and in any case before fitting, it is important to check carefully the characteristics of the material (compliance with size, shade and quality). No complaints will be accepted for any materials that have already been fitted if the defects were visible prior to fitting.

To obtain the best aesthetic results, we recommend mixing the graphics accurately to avoid repeating patterns and to obtain the best possible results in terms of layout and colour.

The slabs can be fitted using specific high-performance adhesives for porcelain stoneware, adhesives in category C2 or above. We recommend applying the adhesive on both sides to prevent any breakages of the material once fitted.

Please remember that at the time of fitting, the substrate must be stable, dry and properly prepared, not frosted and not too hot, and that it is necessary in any case to follow the instructions provided by the manufacturers of the materials for the specific substrates and adhesives used.

Cement-based adhesives must be applied at room temperature, in general between +5°C and 30/35° C.

It is hereby understood that we recommend observing the technical times indicated by the manufacturers of the adhesives used.

The most suitable adhesives for fitting the Infinity slabs are listed in the European Standard currently in force: EN12004.

When fitting the material, avoid using pencils (graphite) or permanent markers to make marks on the surface, particularly on polished products.

The Infinity slabs can be shaped and cut using purpose-built diamond discs and equipment for porcelain stoneware.

### JOINTS AND GROUTING

We strongly advise against fitting the slabs without joints. We also recommend a minimum joint of 3 mm (this type of fitting allows the grout to have a better grip on the sides of the slabs, greater absorption of any movements of the substrate and consequently of the slabs themselves). In large, open spaces it is absolutely essential to position the expansion joints at regular intervals; in smaller rooms, on the other hand, it is sufficient to leave a slight space between the tiled surface and the walls around the room, adding a final touch with a skirting board or with the wall covering. Please refer in any case to the advice/suggestions of the planner, the works director or the tile fitter to avoid problems of any sort.

For the best possible results, we suggest using tone-on-tone grouting.

It is important to remove any excess grouting immediately and accurately after application while still fresh, using a sponge and plenty of water.

A few days after fitting, once the joints are completely dry, it is essential to thoroughly clean the tiled surface using buffered acids (see the after fitting instructions) in order to completely remove all cement-based residues.

Suitable products include:

- › DETERDEK FILA INDUSTRIA CHIMICA – [www.filachim.com](http://www.filachim.com)
- › DELTA PLUS KERAKOLL – [www.kerakoll.com](http://www.kerakoll.com)
- › KERANET MAPEI – [www.mapei.it](http://www.mapei.it)
- › DISYCOTT FABER – [www.faberchimica.com](http://www.faberchimica.com)

### CLEANING "AFTER FITTING"

Properly cleaning the files after they have been fitted is crucial.

If residues of grouting are not properly removed, this may leave marks that are difficult to remove later, due to a film of cement that can absorb any kind of dirt.

It is essential to loosen and eliminate these residues completely using buffered acids diluted in water (read the instructions for use on the packages of the products used), soon after fitting, and to thoroughly rinse any residues from the fitted surface in order to prevent any damage to the material.

It is preferable to try cleaning a small part of the surface first; if the results are good, the entire surface can then be cleaned.

After this, the floor must then be cleaned using a basic or alkaline detergent.

These must be degreasing, because the surface treatment might help to trap dirt.

For Polished slabs with a marble effect, Infinity recommends taking special care when cleaning the surface using buffered acids, as the surface may be damaged if the acid is not removed quickly.

For polished surfaces, the use of non-abrasive cleaning equipment is necessary to prevent the surface from losing its shine or becoming scratched.

### ROUTINE CLEANING

For routine cleaning of the Infinity slabs, we strongly advise against the use of waxes, greasy soaps, fillers and various treatments (water-repellent) treatments.

In order to prevent any shiny patinas from forming on the slabs, Infinity would like to point out that hydrofluoric acid (HF) and its derivatives cause irrevocable damage to its products.

For routine cleaning operations, Infinity recommends the use of bleach and ammonia, appropriately diluted in water; for the Polished finish, it suggests drying the floor after cleaning to avoid any marks.

### EXTRAORDINARY CLEANING

In the case of particularly stubborn stains, we recommend the use of specific detergents, which are indicated in greater detail in the table entitled "cleaning products" proposed on page 173. Furthermore, it should not be forgotten that it is easier to remove any stain when still fresh.

It is always important to test the detergents on a small area before applying them to the entire surface, particularly on Polished surfaces.

### RAISED FLOORINGS

In the case of raised floorings, it is not possible to use a large quantity of water; we therefore recommend using a floor cloth that has been properly wrung. Routine cleaning must be carried out using purpose-made floor cloths, lukewarm water and detergent, reducing the amount of water used. Stains can still be removed using concentrated products directly on the stains.

### POINTS TO NOTE CAREFULLY ABOUT THE LEVIGATO PEARL SURFACE

Because of the distinctive, extremely smooth tactile sensation of the Infinity surface afforded by the exclusive Levigato Pearl finish, there are a number of particular points to consider carefully, to ensure correct maintenance of the surface.

The Levigato Pearl finish is suitable for creating furnishing elements (kitchen tops, tables, etc.), and for tiling walls only: it cannot be installed on floors, even in residential settings. When installed as a kitchen top or as a finish for a table, "coloured stains" (such as those caused by wine or coffee) should be removed by cleaning the surface within two hours, using warm water and a neutral detergent, so as to ensure no traces remain.

Contact must be avoided between the Levigato Pearl surfaces and alkaline degreasers (for example, degreasers containing hydroxide for cleaning ovens or sink pipes). The use of abrasive or metal sponges should also be avoided, and a soft sponge or cloth should always be used.

For any particular problems, we always advise contacting an Infinity technician before applying any kind of product to the surface.

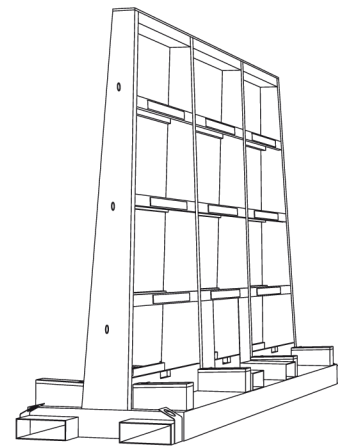
For more information: [info@infinitysurfaces.it](mailto:info@infinitysurfaces.it)

## CLEANING PRODUCTS

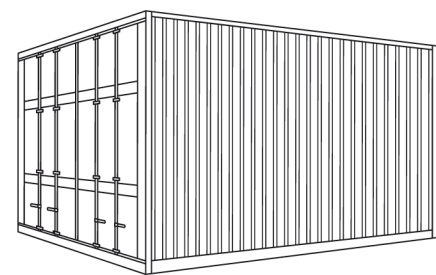
TYPES OF DETERGENT Where sale is permitted	SOLVENTS (bleach, turpentine, acetone, trichloroethylene, nitro thinner)			ACIDS (muriatic acid, hydrochloric acid, phosphoric acid)			ALKALINE-BASED DETERGENTS – ALKALI (professional alkaline detergents)		
SURFACE	Matte	Satin	Polished	Matte	Satin	Polished	Matte	Satin	Polished
<b>TYPES OF STAIN</b>									
Beer						■	■	■	
Coffee			■						
Lime scale				■	■	■			
Tar	■	■							
Concrete				■	■	■			
Candle wax	■	■	■						
Coca Cola			■						
Glue	■	■	■						
Chewing gum	■	■	■				■	■	
Rubber marks from tyres or shoes	■	■	■						
Grease, Oil							■	■	■
Ink	■	■	■						
Nicotine	■	■	■						
Felt-tip pen	■	■	■						
Tomato			■						
Resins	■	■	■						
Rust				■	■	■			
Nail varnish	■	■	■						
Cigarette burns				■	■	■			
Tea			■			■			
Wall paint	■	■	■	■	■	■			
Red wine			■						

For information and advice, please contact Infinity directly.

## SUMMARY: SIZES AND PACKAGING

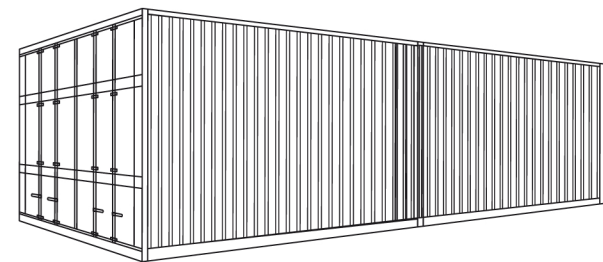


Thickness	6 mm	12 mm
Packing	38 slab stand	22 slab stand
Dimensions	330x73,5x190 cm	330x75x200 cm
Weight	160 kg	160 kg
Sizes	160x320x0,6	160x320x1,2
Kg piece	76	150
Pieces	42	22
Mq	215,04	112,64
Kg	3389	3460



20'-container (5.90 x 2.32 x 2.35(h) m)

nr 3 stands 160x320



40'-container (11.90 x 2.32 x 2.35(h) m)

nr 9 stands 160x320

## GENERAL SALES CONDITIONS

### A.- CONTRACT COMPLETION

A.1.- These general sales conditions govern every sales contract between the Seller and the Buyer and any amendment or exception thereof shall be agreed in writing.

A.2.- Any offers, credits and/or rebates granted by agents or other intermediaries, shall not be considered valid if they are not confirmed in writing by the Seller.

A.3.- The Buyer shall send the written orders to the Seller, directly or through the agents, and the orders shall include the codes of the required products, quantity, price and destination. The order sent by the Buyer is irrevocable.

A.4.- The sale shall be deemed completed when: (i) the Buyer receives a written confirmation from the Seller, via e-mail, fax or other electronic means, that complies with the terms and conditions of the order; or (ii) if the confirmation sent by the Seller contains conditions that differ from the order sent by the Buyer, when the latter accepts it in writing or in any case does not object within 7 (seven) days from reception; or (iii) if the Seller does not provide a written confirmation, when the products are delivered and loaded by the Buyer.

### B.- PRICES

B.1.- The prices agreed upon for each individual sale are net prices for cash delivery ex works (the Seller's plant shall be specified in the order confirmation), unless otherwise agreed in writing.

### C.- PRODUCT CHARACTERISTICS

C.1.- The Buyer declares to have read and comply with the content of the following documentation published on the corporate website: 1) Use and maintenance instructions 2) Technical data sheets.

C.2. Given the intrinsic variability of the ceramic products, the characteristics of the samples, previously sent by the Seller to the Buyer, are purely illustrative and cannot be deemed binding.

C.3. Unless specifically requested and agreed before the order confirmation, the Seller does not guarantee that the entire quantity of an article on order shall be sent from one same production lot.

### D.- DELIVERY TERMS

D.1.- The delivery terms are approximate and a delay does not give the Buyer any right to claim compensation, without any exception.

D.2.- If the Buyer does not collect the goods, after 10 (ten) days from the date of the "goods ready" notice, the Seller has the right – at its discretion – to establish a new delivery date.

### E.- SHIPPING ARRANGEMENTS AND TERMS

E.1.- The Buyer must communicate any variation in the destination of the products, different from the one agreed in the order confirmation, in writing within, and no later than, the second day before the day foreseen for the collection at the Seller's premises. The Seller reserves the right not to accept the change of the product destination. If the actual destination of the product is different from the one stated by the Buyer, the Seller reserves the right to suspend the execution of the supplies underway and/or to terminate the contracts in force and the Buyer shall not have the right to claim direct and/or indirect compensation of any type.

E.2.- Unless otherwise agreed, the goods shall be delivered ex-works (EXW - Incoterms 2010) and this shall also be the case when the parties agree that the delivery, or part of it, shall be arranged by the Seller on the Buyer's behalf. In any case, the risks shall transfer to the Buyer upon delivery to the first carrier.

E.3.- Without prejudice to the Seller's extraneity in relation to the transport contract, the Seller shall not be indicated as "shipper" on the bill of lading. The communication of the gross weight of the container to the Forwarding agent does not represent in any way the undertaking of any liability by the Seller as regards the SOLAS (Safety Of Life At Sea) Convention. In no event may the said communication be taken to be the VGM (Verified Gross Mass).

E.4.- The Buyer undertakes to ensure that the vehicle sent to the Seller's warehouse is suitable for the loading operations, considering the nature of the products. If the vehicle sent to collect the goods causes difficulties in the loading operations, the Seller reserves the right to charge a penalty, of 4% of the value of the products, to cover

the extra logistics costs. If the vehicle sent is not at all suitable, the Seller reserves the right to refuse to load the goods and the Buyer shall not have the right to claim compensation for any direct and/or indirect cost that may arise therefrom.

E.5.- The Buyer is responsible for assigning the carrier the task of checking the products before loading them; any observations concerning the condition of the packaging and the correspondence of the quantities loaded with those on the transport document must be made by the carrier upon collection of the goods. The said observations must be written on all the copies of the transport documents, otherwise the loaded products shall be considered to be complete and in good condition. As a result, the Seller shall not be liable for any missing or damaged products not reported by the carrier.

E.6.- The Buyer is also responsible for assigning the carrier the task of checking the loading procedure and the stability of the goods on the vehicle, in order to prevent damage during transport and to comply with all road safety provisions.

### F.- PAYMENTS

F.1.- All payments must be made to the Seller's registered office. Payments made to agents, representatives, or sales assistants shall not be considered as made until the amounts are received by the Seller.

F.2.- The Buyer shall not fulfil its payment obligations by making payments from countries other than its own country of residence, if the said countries do not guarantee an adequate exchange of information with Italy. In case of breach of the said prohibition, the Seller has the right to terminate the contract for just cause and the Buyer shall not have the right to claim compensation for any damage suffered.

F.3.- Any costs for stamp duty and bank draft fees shall be borne by the Buyer. Failure to fulfil, even only in part, the payment shall result in the application of interest on arrears in favour of the Seller, from the date established for the payment, as envisaged by legislative decree 09/10/2002 no. 231.

F.4.- Unless otherwise agreed in writing, the Buyer undertakes not to offset any receivables, of whatever nature, owed by the Seller.

### G.- CLAIMS

G.1.- Upon receipt of the products, the Buyer shall perform a visual inspection in compliance with instructions provided in point 7 of UNI EN ISO 10545-2 standards.

G.2.- The products must be installed and fitted strictly respecting the recommendations related to the activities to be performed before and during the laying of the product specified in document 1) Use and maintenance instructions, published on the Seller's website, and on the product packaging and/or inside the packaging. Faults caused by an incorrect installation and by missing/incorrect maintenance (different from instructions provided in document 1) Use and maintenance instructions), by an unsuitable use and/or by normal wear over time shall not be considered product faults.

G.3.- With the exception of the limits of acceptability foreseen by the international EN 14411 (ISO 13006) standard, the parties acknowledge as identifiable faults those product defects that are immediately visible upon receipt thereof and that make the material unsuitable for use or that significantly reduce its value. This category includes faults as defined in the document 1) Laying, use, cleaning and maintenance manual, published on the Seller's website. Identifiable faults include, by way of a non-limiting example, superficial defects, decoration defects, defects concerning polishing, dimensions, surface flatness, straightness of sides/rectangularity and thickness, cracks, chippings or rough edges, non-compliant shades, mixed shades and products that feature problems deriving from the cutting process and/or from chips.

G.4.- If the Buyer finds an identifiable fault, it must be reported in writing to the Seller, within 8 (eight) days from receipt of the products; failure to send the claim shall result in the forfeiture and loss of such right. The Buyer shall keep the entire lot of material readily available for the Seller. The claim shall include the invoice details and an accurate description of the claimed fault together with photographs, where possible. In the event that the claim proves to be unfounded, the Buyer shall refund the Seller any costs incurred for an inspection (expert's reports, travel, etc.).

G.5.- Hidden faults shall be notified to the Supplier in writing, by recorded delivery letter with advice of receipt, within 8 days from the