

QUALITY CONTROL & LIMITED WARRANTY

MANUFACTURING QUALITY CONTROL

JOCAVI's Manufacturing Quality control includes product inspection, during the various stages of fabrication and assembly where every product is visually examined and often using black light, for fine detail before the product is packed.

The employees responsible for inspecting provide a list with descriptions of unacceptable product defects such as cracks, spots or surface blemishes for example. The quality of the outputs is at risk if any such defect is detected. Products found defective will be repaired or recycled.

Quality control emphasizes the testing of products to uncover defects, reporting it to the management who makes the decision to allow or deny product release, whereas quality assurance attempts to improve and stabilize production (and associated processes) to avoid and resolve issues, which led to the defect(s) in the first place.

WARRANTY WHAT AND WHO IS COVERED AND FOR HOW LONG

JOCAVI, subject to the conditions and limitations set forth below, warrants its products to be free from defects in workmanship and material under normal use (a Manufacturing Defect) for a period of 24 months following the expedition date.

Should any Manufacturing Defect occur within the 24 month period, the Company will provide a replacement product to the original purchaser of the product or a subsequent owner of the building in which the product is installed (the Customer) for that portion of the product determined to

be defective (but not including shipping costs, labour costs and tear-out and disposal costs incurred in removing the defective product or installing the replacement product), provided, however, in lieu of providing a replacement product, JOCAVI reserves the right to, at its sole discretion, refund that amount paid for the defective product (excluding costs of transportation and installation).

The replacement product, pursuant to the above terms, the original warranty shall apply to the replacement product and will extend for the balance of the warranty period in effect at the time the product proved defective. A product shall not be considered defective with respect to colour so long as the colour at the time of installation does not vary unreasonably from the product samples.

LIMITATIONS AND EXCLUSIONS

The Company shall not be liable for, and this warranty does not apply to, any failure, defect or damage resulting from or connected with: misuse, abuse, neglect or improper handling or storage, improper installation or maintenance, or installation not in strict adherence to written instructions; fire, earthquake, lightning, hurricane, tornado or other

violent storm or casualty, or other acts of God; defects in, failure of, or damage caused by materials used as a ceiling base under which the ceiling system is installed, movement, distortion, cracking or settling of walls or the foundation of the building, exposure to harmful chemicals; site-induced environmental factors, mold, water damage or any other cause, such as normal wear and tear, not involving inherent manufacturing defects in the product supplied by the Company.

All products must be stored, installed and maintained in a secure ambient environment as follows in order for this warranty to be in effect. Temperature Range: 20 degrees C to 27 degrees C, Humidity must be kept constant (not fluctuate) within the range of 35% min. to 60% max. All products must also be allowed to stabilize on site for 48 hours prior to installation.

This warranty will cease to apply to a product, which has been modified, painted, varnished or similarly coated over the manufacturer's original finish. Unauthorized modifications made to the product in the field will void this warranty.



JOCAVI reserves the right to discontinue or modify any of its products, including the colours, without notice, and shall not be liable as a result of such discontinuance or modification nor shall the Company be liable in the event that a replacement product varies in colour in comparison to the original product. If the Company replaces any product under this warranty, it may substitute products designated by the Company to be of comparable quality or price range. Any replacement, at the Company's option, may be the same product or a substantially similar product that contains remanufactured or refurbished parts.

OTHER CONDITIONS

Other than as expressly set out herein, and to the extent allowed by applicable law, this warranty is exclusive and in lieu of all other oral or written warranties, representations, conditions, or promises, whether express or implied, and whether arising by law, statute, course of dealing, usage of trade, prior description or sample, including, but not

limited to, implied warranties and conditions of merchantability, quality, durability, and/or fitness for a particular purpose. To the extent permitted by applicable laws, any implied warranties are limited in duration to the duration of this warranty. To the extent permitted by applicable law, in no event shall the company be liable for any special, incidental, punitive, exemplary, consequential or similar damages, whether or not foreseeable, including any damage to a building in which the product is installed, its contents or any persons therein resulting from the breach of any warranty set forth herein. No field representative or distributor or dealer is authorized to make any change or modification to this warranty.

To the extent permitted by law, and except to the subsequent owner of the building in which the product is installed, this warranty is not transferable and will automatically terminate if the original customer sells or otherwise disposes of the product.

This warranty gives the client specific legal rights. Other rights, which vary from jurisdiction to jurisdiction, may exist and be applicable to you.

WHAT THE CUSTOMER MUST DO

To obtain performance under this warranty, the Customer shall notify the Company in writing of any manufacturing defect within thirty days following its discovery and shall submit with such notification proof of date of purchase the panels in order to provide the Company with an opportunity to investigate the claim and examine the material claimed to

be defective. All notifications shall be provided to JOCAVI at the address below. The Company shall then promptly inspect the claimed defective product before the furnishing of any replacement material is approved and the Company shall within a reasonable time of approval provide the replacement material (or in lieu of providing replacement material shall refund that amount paid for the defective material) in accordance with the terms set forth above.

JOAO VIEIRA
GENERAL MANAGER

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