

## THE SMALL PRINT

- The Guarantee is an agreement between AG (AG Paving and Building Products Limited) and the homeowner and is applicable to private domestic installations only throughout UK and Ireland.
- Guarantees can only be registered directly by homeowners with the endorsement of registered/ approved installers.
- Guarantees must be registered with AG, or re-registered on a change or transfer of ownership, via the AG website ([www.ag.uk.com](http://www.ag.uk.com)). Proof of purchase is needed and only products registered under the Guarantee Scheme within 6 months of purchase will be covered.
- The Guarantee applies to selected paving and flags products produced by AG and included in their retail brochures for Outside Rooms and Builders Merchants, not the installation. Products included: **Plaza / Plaza Quattro / Tri Stone / Long Stone / Fiamma / Lastra / Tavira / TerraPave®**. The homeowner must agree any warranty on construction and other materials with the installer/layer. The 30 year guarantee excludes products from the porcelain range.
- Normal wear and tear or misuse of the product is not covered by this guarantee.
- Installations must follow the laying, installation and maintenance guidelines published by AG at the time of purchase (see our Outside Rooms brochure, Merchant brochures or Homeowner website).
- Products that are damaged due to the following are not included under the guarantee:  
Transportation; installation or unusual use; damage caused by forceful impact; improper use; inappropriate traffic; mechanical or chemical damage. Cosmetic surface damage to concrete can easily be caused by contact with hard objects, such as metal compactors, skips, car jacks or stabilising legs and other concrete building materials.  
  
Damage caused by movement created by growth of tree roots; wheel tracking; failure of substrate; slippage; and heave.  
  
Failure to install on to a suitable substrate.  
  
Failure to install a free-water-draining substructure.  
  
Colour change as a result of dirt retention, spillage, staining or UV rays.  
  
Use for any purpose or by any traffic other than that described for the product.  
  
Damage or colour changes due to the application of cleaners, sealants, jointing compounds and adhesives.
- Surface colours may be affected by contamination during construction and maintenance (dirt, mud, jointing sand or mortar and cleaning products). No guarantee is made against these types of damage.
- Defective product will be repaired or replaced free of charge by a similar product or one of the equivalent value if the product is no longer available. Replacement with the same colour cannot be guaranteed.
- The guarantee is applicable only when the manufacturer's care and maintenance instructions are followed (see our Outside Rooms brochure, Merchants brochures or Homeowner website).
- For details of colour fastness, batch matching, weathering and efflorescence (see our Outside Rooms brochure, Merchants brochures or Homeowner website).
- All quality concrete products with a high cement content may suffer from efflorescence or lime bloom. The occurrence of lime bloom on the surface of concrete products is a spasmodic and unpredictable phenomenon. It is superficial and will generally disappear in time - it is in no way detrimental to the performance of the product. Efflorescence is not covered by this guarantee.

### HOW TO MAKE A CLAIM:

To make a claim you must send your registration form + guarantee certificate to:

#### CLAIMS DEPARTMENT

AG Paving + Building Products  
127 Crievehill Road, Fivemiletown  
Co. Tyrone, BT75 0SY

### HELP + ADVICE:

For help and advice on our products please drop us an email at: [guarantee@ag.uk.com](mailto:guarantee@ag.uk.com)

**This does not affect your statutory rights.**



Homeowner website:  
[www.ag.uk.com/guarantee](http://www.ag.uk.com/guarantee)