



MAMO Terrazzo

Inspection & Warranty Policy

Distinctive Attributes of Terrazzo

Terrazzo is a manufactured composite material produced using natural stone aggregates and binding materials. As a result of its composition and manufacturing process, variations may occur between slabs, batches and finished pieces.

These variations form part of the visual character of terrazzo and are not necessarily considered defects.

Customers acknowledge that MAMO terrazzo products may display or be subject to characteristics including:

1. Variations in colour, tone, shade and overall appearance.
2. Differences in aggregate size, distribution, density and pattern.
3. Minor pinholes, surface voids, pores or small irregularities.
4. Minor variations in surface texture or finish.
5. Subtle differences between samples, display material and supplied slabs.
6. Minor chips, edge irregularities or surface marks that do not affect the structural integrity or intended performance of the material.
7. Variations that may become more apparent following cutting, polishing, fabrication or installation.

The presence of these characteristics does not, of itself, mean that the product is defective or of unacceptable quality.

This approach is consistent with MAMO's existing natural-stone policy, which distinguishes inherent material characteristics from defects.



Inspection & Acceptance

All MAMO terrazzo slabs must be carefully inspected by the Customer, fabricator and/or stonemason throughout the supply, fabrication and installation process.

Inspection must occur at the following stages:

1. At collection or delivery

The Customer, fabricator and/or stonemason must inspect each slab at the time it is collected from MAMO or delivered.

The inspection should include, where reasonably possible:

- slab condition;
- visible damage;
- chips or cracks;
- surface irregularities;
- colour and tonal variation;
- aggregate distribution;
- dimensions and thickness;
- general suitability for the intended application.

Any concern identified at this stage should be reported to MAMO as soon as reasonably practicable and before fabrication commences.

2. During fabrication

The fabricator and/or stonemason must continue to assess the material during cutting, machining, polishing and fabrication.

Fabrication may reveal characteristics, irregularities or concerns that were not readily visible when viewing the complete slab. If any issue arises that may affect the suitability, appearance or performance of the finished product, fabrication should be suspended where reasonably practicable and MAMO contacted before further processing occurs.

3. Prior to installation

The fabricated pieces must be inspected again immediately before installation.

The Customer, fabricator and/or installer must confirm that the finished pieces are suitable for their intended application before they are permanently fixed, glued, grouted or otherwise installed.

Installation of material will generally indicate that the material has been inspected and considered suitable for the intended application, subject always to any rights that cannot lawfully be excluded.

MAMO's existing natural-stone policy already requires material to be assessed before cutting or installation; this terrazzo policy expands that approach into defined inspection stages.



Fabrication & Installation

MAMO supplies terrazzo material but does not undertake or control third-party fabrication or installation unless expressly agreed otherwise in writing.

Fabrication and installation must be undertaken by suitably qualified and experienced stonemasons, fabricators and installers who are familiar with terrazzo products.

- The fabricator and installer are responsible for determining:
- whether the material is suitable for the intended application;
- appropriate cutting and fabrication techniques;
- appropriate substrate preparation;
- fixing and adhesive systems;
- structural support;
- joint placement;
- movement allowance;
- edge treatment;
- sealing requirements where applicable; and
- compliance with relevant Australian Standards, building requirements and industry practice.

MAMO is not responsible for loss or damage caused by improper fabrication, handling, transport, storage, installation, fixing, adhesive selection, substrate preparation or workmanship undertaken by third parties.

This mirrors the allocation of installation responsibility already used in MAMO's natural-stone policy.



Warranty

MAMO does not provide a voluntary manufacturer's warranty, express product warranty or separate written warranty in relation to its terrazzo slabs, tiles or finished terrazzo products.

This position reflects the number of factors outside MAMO's control that can affect the appearance, condition and performance of terrazzo after supply.

These factors may include:

- transport and handling;
- storage;
- fabrication methods;
- cutting and machining;
- substrate condition;
- installation methodology;
- adhesive and fixing systems;
- structural or building movement;
- thermal movement;
- impact;
- maintenance;
- environmental conditions; and
- ongoing use.

MAMO does not warrant against damage or deterioration resulting from or associated with:

- incorrect fabrication;
- incorrect handling, transport or storage;
- inappropriate cutting or machining;
- improper installation;
- unsuitable substrates;
- incorrect adhesive or fixing systems;
- building, substrate or structural movement;
- thermal movement;
- cracking occurring following fabrication or installation;
- chipping;
- scratching;
- impact damage;
- staining resulting from improper care or maintenance;
- chemical damage;
- misuse or neglect;
- third-party modifications or repairs; or
- failure to follow recommended maintenance procedures.

MAMO is also not responsible for variations or characteristics inherent to terrazzo manufacture, including reasonable variation in colour, aggregate distribution, surface appearance, texture or finish.

Claims Following Fabrication or Installation

Where a visible characteristic, irregularity or concern could reasonably have been identified during inspection at collection, fabrication or prior to installation, MAMO may decline responsibility for costs or losses incurred after further processing or installation has proceeded.

Customers, fabricators and installers should therefore stop work and contact MAMO before proceeding where there is any uncertainty regarding the suitability or condition of the material.

Fabrication or installation should not proceed where a material concern remains unresolved.