



WARRANTY CERTIFICATE

Synthetic Palm Leaves of Mexico, S.A.P.I. de C.V., issues this certificate to guarantee its customers the quality, durability, functionality, water resistance, and any manufacturing defects of the synthetic palm leaves it manufactures.

This warranty certificate is subject to the following statements and clauses:

STATEMENTS

- 1.- **Palapas Sintéticas de México** is located at warehouse 28 "B" of the APQ Logistics Park, located on Carretera Cancún-Aeropuerto, Block 23, Lot 23, Supermanzana 301, in the city of Cancún, Quintana Roo, Mexico, and is incorporated as a Variable Capital Investment Promotion Corporation.
- 2.- The registration in the Federal Taxpayers Registry is PSM210127RWA.
- 3.- The email address for **Palapas Sintéticas de México, S.A.P.I de C.V.** is direccion@palapassinteticas.com.mx and its contact phone number is 998 688 6366.
- 4.- **Palapas Sintéticas de México, S.A.P.I de C.V.**, has as its main activity the manufacture of synthetic leaves for palapas, which are made with high-density virgin polyethylene, UV sunscreens, concentrated masterbatch suitable for long-term outdoor applications and fire retardants, among other top-quality products.
- 5.- To guarantee the products it manufactures, both to national customers and those from any part of the world, **Palapas Sintéticas de México, S.A.P.I de C.V.**, issues this



guarantee to give legality and certainty to the obligations it undertakes and to the statements it makes under oath, which is subject to the following conditions and clauses:

C L A U S E S

Customer Consent

First. - By simply purchasing the synthetic palm leaf referred to in this warranty certificate, the buyer accepts its terms and conditions.

Term

Second. - The validity of this warranty is 20 (Twenty) calendar years, counted from the date of purchase of the synthetic palm, regardless of whether it is installed or not. This warranty will be reduced by the percentages indicated in the decreasing table attached to this warranty as Annex 1.

Written Warranty

Third. – This warranty is non-transferable and subject to the specific terms and conditions contained herein. Therefore, no additional condition, promise, or agreement offered by sales agents, distributors, or employees may be claimed unless endorsed and authorized in writing by the CEO of **Palapas Sintéticas de México, S.A.P.I. de C.V.**

Purpose of the Warranty



Fourth. – To guarantee that the synthetic palm frond manufactured by **Palapas Sintéticas de México, S.A.P.I. de C.V.**, is made with the highest quality products referred to in Declaration 4 of this certificate and therefore guarantees the quality, durability, functionality, impermeability, and any manufacturing defects of the synthetic palm frond.

Manufacturing defects are understood to mean:

- A).** – Water leaks caused by cracking, rotting, crumbling, or delamination of the synthetic palm frond;
- B).** – Depigmentation or degradation of the original color, exceeding 40% of the surface of the synthetic palm frond. Natural aging due to exposure to sunlight is not considered depigmentation, degradation, or defect, when the discoloration or depigmentation is uniform and does not exceed 40% of the original color in the first 10 years from the date of purchase.
- C).** – Tearing or breakage of the fronds, when caused by winds no greater than category 2 (two) on the SAFFIR-SIMPSON scale, which is the equivalent of a speed of up to 177 kilometers per hour.

In no case is the warranty applicable when the structure where the leaves are placed is partially or totally detached, regardless of the speed of the wind force that causes the detachment, because if a structure is detached by the force of winds less than 177



kilometers per hour, it is because it is improperly cemented or anchored and if it is detached by a force greater than those 177 kilometers, the warranty does not cover that risk.

Claims

Fifth. - To make this warranty effective, the following procedure must be followed:

Any claim must be made in writing directly to **Palapas Sintéticas de México, S.A.P.I. de C.V.**, by sending an email to direccion@palapassinteticas.com.mx, including the following information:

- A.** - Copy of the purchase invoice or Warranty Certificate issued by **Palapas Sintéticas de México S.A.P.I. de C.V.**, and identification of the purchaser or their legal representative;
- B.** - Name of the individual making the claim, email address, and contact telephone number;
- C.** - The number of pieces of synthetic palm leaves that are defective and for which the warranty is requested;
- D.** - Evidence of the defect being claimed, through photographs, videos, and the corresponding physical samples;
- E.** - The claim must be made within 30 days of the appearance of the defect for which the claim is being made.



Sixth. - Palapas Sintéticas de México, S.A.P.I. de C.V., is obliged to address the claim, contacting the client to gather the information and evidence it deems pertinent and the client is obliged to provide all the necessary elements, so that, within a period of no more than 30 days, the manner in which the claim will be resolved is determined, based on the application of the regulations of the same guarantee and will notify the client in writing.

Claims before 10 years

Seventh. - When the warranty applies during the first ten years, the customer will be reimbursed for 100% of the damaged blades they have claimed.

Claims after 10 years

Eighth: If the claim arises after the first 10 years, the percentages in the decreasing table contained in this warranty will be applied, according to the applicable percentage for the years elapsed.

In this case, the company may choose to reimburse the customer the amount resulting from applying the warranty percentage to the price paid for the product or replace the claimed products, billing the replacement at the current price of the product and deducting the percentage resulting from the application of the warranty.



Scope of the warranty

Ninth. – Regardless of the effective date of the warranty and the eventual replacement of the product due to a successful claim, this warranty does not include labor costs for disassembly or reinstallation of the material that is the subject of the claim, nor the cost of freight for shipping replacement products. All of these expenses are the customer's responsibility.

This warranty does not include claims for installations, damaged hardware, or structures on which the synthetic palm is mounted.

Causes of warranty invalidity

Tenth. – The warranty will not be valid if the damage to the product is caused by any of the following:

A). – Because the sashes were not installed properly or were installed at an angle of less than 30°, in accordance with the installation method approved by **Palapas**

Sintéticas de México, S.A.P.I. de C.V.;

B). – Because the sashes were installed at a distance greater than 20 (twenty) centimeters, taken from axis to axis, between the horizontal crossbars (giles or bolillos);

C). – For using nails, fasteners or screws in the installation of the **leaves that produce rust or are of different characteristics than the hardware mentioned in the installation manual prepared by Palapas Sintéticas de México;**



- D).** – When the product has been repaired;
- E).** – When the leaves have been reinstalled.
- F).** – When the synthetic palm leaves have been exposed to the effects of disasters or natural phenomena such as fires, earthquakes, lightning, hail, or natural phenomena that do not produce wind force.
- G).** – When, due to wind force greater than 177 kilometers per hour, which is equivalent to category 2 (two) on the SAFFIR-SIMPSON scale, the synthetic palm leaves have been torn or broken by the effects of hurricanes, storms, gales, tornadoes, cyclones, or similar natural phenomena.
- H).** – When the synthetic palm leaves are placed near ovens, stoves, cookers, appliances, electric power cables, boilers, or other devices that produce enough heat to distort their appearance;
- I).** - When synthetic palm leaves have been impacted or struck by foreign objects, gunpowder or gas explosions;
- J).** - When the structure on which the synthetic palm fronds are placed experiences displacement, collapse, blowout, cracking, or failure, including damage to any underlying structure, whether caused by negligent construction or natural phenomena;
- K).** - When the synthetic palm fronds have been damaged by acts of vandalism, rebellion, riots, or when the damage claimed has been caused intentionally or through carelessness or negligence.



L). - By walking on the fronds or placing objects on them, exposing them to the footsteps and weight of objects or people;

M). - When synthetic palm leaves show damage caused by contact with acids, solvents, chemicals, or materials that cause erosion or destruction of the leaves, or when they are damaged by glass, razors, blades, or any other device, regardless of whether the damage claimed was caused by carelessness or negligence, whether intentional or not.

N). - For synthetic palm leaves purchased with fire retardant, the warranty does not apply when the cause of the fire was intentionally started or generated by fires that have spread in adjacent areas.

Function of fire retardant

Eleventh. - The function of the fire retardant is to prevent the fire from spreading rapidly, as occurs with natural palm.

Synthetic palm does not combust with sparks or fireworks residue, coal embers, or cigarettes; only the area where it came into contact is slightly damaged. The mechanical properties of synthetic palm prevent fires from starting from these causes.

When synthetic palm purchased with a fire retardant is exposed to a heat source strong enough to cause a fire, the retardant significantly slows the flame's combustion process, preventing the fire from escalating. This is crucial in these cases to evacuate the area and allow more time to fight the fire until it is extinguished and the incident under control.



When the heat source is intense, the fire ravages everything in its path, causing even metal to collapse. The flame retardant's function is precisely to reduce the intensity of the fire, as the synthetic palm consumes more slowly.

Twelfth. - If a court ruling determines the invalidity of any clause or phrase contained in this guarantee, this circumstance will not affect the rest of the document, since this guarantee is based on the good faith that contracts must possess.

Jurisdiction in case of dispute

Thirteenth. - In the event of a dispute regarding the content or interpretation of this warranty, the parties expressly submit to the jurisdiction and competence of the competent courts of the city of Cancún, Quintana Roo, expressly waiving any other jurisdiction that may apply to them based on their current or future domicile.

This warranty is issued for the following purchase:

Customer: _____ RFC: _____ quantity
purchased : _____ mt2 of regular sheet and _____ ridges

Version: Synthetic Palm with fire retardant, model _____ Purchase date: _____

Palapas Sintéticas de México S.A.P.I. de C.V.

General Direction

Parque Logístico APQ, bodega 28 "B"
Carretera Cancún-Aeropuerto, Manzana 23, Lote 23 Supermanzana 301
Cancún, Quintana Roo, C.P. 77567 Teléfono
(998) 688 6366



ANNEX 1 OF THE WARRANTY CERTIFICATE

ADJUSTMENT TABLE

When the warranty expires, synthetic palm fronds will be replaced free of charge for the first 10 years or by paying the proportional percentage specified in the adjustment table below. The price of replacement fronds will be taken from the price list in effect on the date the fronds are replaced.

TABLE OF ADJUSTMENT OF THE PERCENTAGES OF THE 20-YEAR WARRANTY			
Year	Aplicable percentage	Year	Aplicable percentage
1	100%	11	50%
2	100%	12	45%
3	100%	13	40%
4	100%	14	35%
5	100%	15	30%
6	100%	16	25%
7	100%	17	20%
8	100%	18	15%
9	100%	19	10%
10	100%	20	5%

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