



## PALACE ADHESIVES & GROUTS



**All Palace Adhesives & Grouts are manufactured within processes accredited to both ISO 9001:2000 and ISO 14001:2004. They are also guaranteed to be supplied in good condition, free from manufacturing defects and entirely fit for their specified purpose of use, provided the following conditions are adhered to:**

All products must have been used and applied strictly in accordance with the relevant Palace written instructions and all Technical Specifications current at the time of purchase.

Prior to application, the products must have been kept in the recommended storage conditions and used within the specified shelf life period.

All products used to fully complete & install the tiled area must have been supplied by or received approval from Palace Chemicals Ltd.

No guarantee cover can be claimed where tiling products from any other manufacturer have been used to complete the project.

The tiled area and all surrounding structural features & materials must have been properly maintained and be unaffected by any subsequent changes, disproportionate use or neglect.

Any alterations or remedial work made to the tiled area must be notified to and then have received written approval from Palace Chemicals Ltd.

Any defects found must be reported immediately to Palace Chemicals Ltd and remain undisturbed until being fully assessed by an authorised representative of Palace Chemicals Ltd.

All workmanship must be carried out in accordance with the relevant sections of the standard Code of Practice – BS 5385:2009

The degree of liability covered by this guarantee is restricted to the reasonable costs of replacement adhesive and grouting materials and does not include additional costs for labour, travelling, inconvenience, lost time, associated re-decoration costs and excludes in particular all other indirect or consequential losses which may be claimed with regard to the affected area and its' subsequent repair. This guarantee does not affect consumers' statutory rights.

**PALACE CHEMICALS Ltd**  
Speke Hall Industrial Estate; Speke; Liverpool; L24 4AB  
Tel: 0151 486 6101 – Fax: 0151 448 1982  
e-mail: [sales@palacechemicals.co.uk](mailto:sales@palacechemicals.co.uk)



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Speke Hall Industrial Estate;  
Speke; Liverpool; L24 4AB  
Tel: 0151 486 6101 – Fax: 0151 448 1982  
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