

INFORMATION FOR CUSTOMERS

Section 1. Products "Decorative digital murals"

Section 1. Consumer quality products. Permissible standards for the manufacture of products ("Permissible inaccuracy ")

Consumer quality	Technology features production	Admissible inaccuracy, Unrecognized as defect	The requirements and recommendations
Image	<ul style="list-style-type: none"> • The image collection is made in the form of catalogue; • The customer can provide for mural any image or order exclusive image 	Manufacturer is not responsible for image quality of the fresco reproduced from a file, provided by Customer	
Relief	<ul style="list-style-type: none"> • The basis of the mural is non-woven basis, on which consistently applied (hand made work using special tools) decorative plaster; • uniqueness of drawing and effect of handmade author's performance 	<ul style="list-style-type: none"> • the depth of the relief of the canvas can vary within 0.5-3.0 mm; • Small inclusions (no more than 2 mm in diameter) of white colors from the plaster coating of the fresco; • heterogeneity of the texture of the fresco at the junction of overlapping and, as a consequence, visual perception is not the color shades of the color canvases; • differences in the nature of cracks in the mural, uniformity of their location throughout canvas, sometimes they can be absent altogether (only for frescos "Craquelure"); • visual perception of the joint of matched canvas of the frescos from a distance of one meter and with uniformity light not less than 300 lm (under condition of correct installation works): for murals Beze, Craquelure, Pietra, Velatura - practically invisible, 	compliance with installation technology

		for Sabbia murals –visible.	
Color	<ul style="list-style-type: none"> • The image is printed ; • Preliminary assessment of the quality of the finished fresco image and its conformity to the interior can be carried out by the Customer with the help of a "color proof" (a fragment of a fresco in full size, 30x30 cm in size, on the texture chosen by the Customer); • the Customer on the basis of "color proofs" can correct the colors of the fresco (only one time) on condition of 100% prepayment. One color proof produces for free in condition of guaranteed order of the mural. In case of refusal of order the mural, the cost of all made "color proofs" will be held by Seller unilaterally from the Customer's amount of the advance payment. 	<ul style="list-style-type: none"> • The difference in shades of fresco paintings is allowed, but not more than 5% for frescos "Beze", "Craquelure", "Pietra", "Velatura "; no more than 10% - for frescos "Sabbia". For visual perception, "tone different" are more appear for blue color; • the manufacturer does not guarantee the identity of the color of the fresco made to the order of the Buyer and its image in the polygraphic (web) catalog, since the material on which the frescoes are made has its own color features different from the color reproduction of the screens of monitors and polygraphy; • Color difference is possible in cases of violation of storage, transportation and installation conditions. 	<ul style="list-style-type: none"> • compliance with storage, transportation and installation technology; • to preliminarily evaluate the color qualities of the fresco ordered in a particular interior, it is recommended to pre-order the "color proof".
Size of the canvas	<ul style="list-style-type: none"> • The maximum canvas size for the Beze, Sabbia, Pietra, Velatura, Craquelure, • the maximal size of the canvas for "Velure" texture is 15x 3.2m; • a large-sized fresco is made on several joint canvases; • plaster coating of frescoes has a technological reserve of elasticity. The allowable difference in the length of mating canvas can be eliminated during installation, and "stretching" the softened glue of 	<ul style="list-style-type: none"> • the manufacturer adds a technological allowance of 10 mm on each side of the canvas to the fresco dimensions specified by the customer; • the difference in length between the canvas paintings: not more than 5 mm per one linear meter of the canvas. 	<ul style="list-style-type: none"> • installation only after preliminary measurement of the length of the canvas; • if the difference between matched canvases is more tolerable, the fresco must be returned before the installation, the claims after installation are not accepted; • a fresco made according to individual orders, according to the order of the customer, can be cut into several canvases; • a fresco ordered according to

	a smaller canvas.		standard dimensions, is made only as a seamless canvas.
Section 2. Products wallpaper/murals			
Consumer quality	Technology features production	Admissible inaccuracy, Unrecognized as defect	The requirements and recommendations
Image	<ul style="list-style-type: none"> • a collection of images designed in the form of a relevant catalog of story wallpaper; • Repetition of the pattern every 1-8 m, depending on the art. number; • each art. number has from 2 to 5 color variations. 		
Relief	<ul style="list-style-type: none"> • The basis of the mural is non-woven basis, on which consistently applied (hand made work using special tools) decorative plaster; • uniqueness of drawing and effect of handmade author's performance; • Textures for the production of wallpaper: Velure, Colore. 	<ul style="list-style-type: none"> • the depth of the relief of the canvas can vary within the range of 0.2-1.0 mm; • for the "Colore" texture, the unevenness of the diffusion along the surface of the canvas of relief strokes and pearl-white smooth heels, which, depending on the lighting and the viewing angle, play both a dark and a light tint; deviation of the dimensional characteristics of relief strokes and pearly smooth spots is not regulated; • for the "Colore" texture, the heterogeneity of the wallpaper texture at the joint of the matched canvas (impossibility of an ideal combination of the arrangement at the joint of matched and glossy stains), and as a result, a different perception of the color of the matched canvases. 	<ul style="list-style-type: none"> • Compliance with installation technology.
Color (Glitter)	<ul style="list-style-type: none"> • The image is printed; 	<ul style="list-style-type: none"> • the manufacturer does not 	<ul style="list-style-type: none"> • When preparing a batch of

	<ul style="list-style-type: none"> • A batch of wallpaper is made on the basis of a single color blend, subsequent batches can be made on the basis of another kneading; • for the "Colore" texture, use of special pearlescent, gloss varnishes (applied manually); 	<p>guarantee the identity of the color of the wallpaper produced by the order of the Buyer and their images in a polygraphic (web) catalog, because the material on which the wallpaper is made has its own color characteristics different from the color reproduction of the monitor screens and polygraphy;</p> <ul style="list-style-type: none"> • different tonality of wallpaper of the same color from different lots; • color difference in cases of violation of storage, transporting and installation conditions; • for the "Colore" texture a different tide of pearl-white, from dark to light shades, ("swimming" colors) depending on the nature, direction of light and viewing angle; • for the "Colore" texture, the relief semi-matt spots and shiny smooth spots, which are the elements of the topography of the coating, have different reflection (scattering) of the directional light, which leads to ambiguous perception of their color; • Significant difference in gloss (and correspondingly in the perception of color) in violation of the installation technology. 	<p>wallpaper for one customer, the manufacturer selects wallpapers that are as close to each other as possible, which affects the external perception of color;</p> <ul style="list-style-type: none"> • with subsequent additional purchase it is necessary to inform the manufacturer about the date of the first purchase, which will reduce the risk of obtaining a product that is different in color, but does not guarantee 100% identity of the wallpaper; • Compliance with installation technology.
<p>Size of the canvas</p>	<ul style="list-style-type: none"> • The wallpaper is ordered in multiples of 1 roll. The dimensions of the rolls are 	<ul style="list-style-type: none"> • The plaster material used in making wallpaper, has the properties of changing the size 	<ul style="list-style-type: none"> • installation only after preliminary measurement of the length of the canvas;

	<p>indicated in the corresponding catalog;</p> <ul style="list-style-type: none"> • The selected number of canvases can be ordered in one piece or cut into rolls; • the maximal size of the canvas for "Velure" texture is 15x 3.2m; • the maximum canvas size for the texture "Colore" is 10x3.2 m. 	<p>depending on the temperature. The difference of the cans up to 1 cm in length can be eliminated during installation, by "stretching" the smaller canvas.</p>	<ul style="list-style-type: none"> • if the difference between mated canvases is more than 1 cm, the wallpaper must be returned before the beginning of installation, after installation claims are not accepted.
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Section 3. Products Relief panels "FabriKa19", "FabriKa19 / 53"

Consumer quality	Technology features production	Admissible inaccuracy, Unrecognized as defect	The requirements and recommendations
Image	<ul style="list-style-type: none"> • a collection of images (ornaments) is framed in the form of corresponding catalogs; • the pattern of the ornament has a repetition (rapport); the size of the rapport for each ornament is individual; 		
Relief	<ul style="list-style-type: none"> • The panels are completely hand-made by applying several layers of decorative plaster to the non-woven base 	<ul style="list-style-type: none"> • The depth of the relief of the canvas can vary within 1-3 mm 	
Color	<ul style="list-style-type: none"> • Possibility to order a panel in white for further self-decorating; • Possibility to order a panel in finished, well-decorated form; The panel is decorated in two colors; 120 colors are available for the base color of the panel, for the color of the ornament - three colors (gold, silver, white). 	<ul style="list-style-type: none"> • the manufacturer does not guarantee the identity of the color of the panels produced by the order of the Buyer, and their images in a polygraphic (web) catalog, because the material on which the panel is made has its own color features different from the color reproduction of the monitor screens and polygraphy; • different tonality of wallpaper of the same color from different lots; • color difference in cases of 	<ul style="list-style-type: none"> • when preparing a batch of panels for one customer, the manufacturer selects wallpapers that are as close to each other as possible, which affects the external perception of color; • with subsequent additional purchase it is necessary to inform the manufacturer about the date of the first purchase, which will reduce the risk of obtaining products that are different in color, but do not guarantee a 100% identity of the panel;

		<p>violation of storage, transporting and installation conditions;</p> <ul style="list-style-type: none"> • different tint of pearl-white, from dark to light shades, ("swimming" colors) depending on the nature, direction of light and viewing angle; • Significant difference in gloss (and correspondingly in the perception of color) in violation of the installation technology. 	<ul style="list-style-type: none"> • compliance with the installation technology.
Size of the canvas	<ul style="list-style-type: none"> • The panel has two standard heights: 2.6 and 3.0 m; • The panel is ordered by running meters with a multiplicity of 1 cm; • The maximum size of a seamless panel are 10,0x3,0 m and 10,0x2,6 m; • for the FabriKa19 / 53 collection, it is possible to order both in the form of a seamless canvas and rolls of 10x0.53m. 	<ul style="list-style-type: none"> • The plaster material used in making wallpaper, has the properties of changing the size depending on the temperature. 	<ul style="list-style-type: none"> • installation only after preliminary measurement of the length of the canvas. • if the difference between mated canvases is more than 1 cm, the wallpaper must be returned before the beginning of installation, after installation claims are not accepted.
Section 4. Operations with products. Requirements and recommendations			
Operations	Specificity of implementation	Adverse effects, for which the manufacturer is not responsible	The requirements and recommendations
Package	<ul style="list-style-type: none"> • individual packaging (tube) is used exclusively for storage and transporting; • canvas is rolled up and wrapped with a polyethylene stretch-film; • the package contains the following information: the name of the product, the art. number, the order number, the number of canvases (indicated if more than one canvas), the name of the manufacturer, the name 	<ul style="list-style-type: none"> • The defect is not a minor external damage to the packaging, dirt and scratches. 	<ul style="list-style-type: none"> • in case of a breach of the integrity of the packaging, a jamming of the tube, possible wetting or open-tampering, the Buyer must, together with the Seller (the carrier, if the product is handed over to the buyer through him) to inspect the product for possible internal damage, otherwise, claims will not be accepted in the future; • The packaging is to be recycled

	(surname) of the dealer (the buyer).		as paper products.
Delivery (transportation)	<ul style="list-style-type: none"> • Temperature from -20 to +50 degrees Celsius; • absence of direct exposure to sunlight; • goods are not warehousing products, but are manufactured and delivered individually for each Buyer and by order; • carried out by transport companies at any time of the year; • it is allowed to influence the production of negative temperature. When the product is frozen, it must be thawed at room temperature in accordance with the intended installation. This will not affect the consumer qualities and appearance. 	<ul style="list-style-type: none"> • total or partial loss of consumer qualities due to non-compliance with the requirements and recommendations of the manufacturer; • flaking of the plaster, the appearance of visible cracks on the canvas during its deployment after exposure to negative temperature without proper exposure at room temperature; • exfoliation of the plaster, appearance of visible cracks on the web as a result of its deformation. 	<ul style="list-style-type: none"> • in winter (when exposed to negative temperature), the product should be kept unpacked for 24 hours at room temperature (+18 and more degrees) in the room where the installation is planned; • after a long stay at a low plus temperature (up to five degrees inclusive), it is also required to hold the mug in unpacked form for 24 hours at room temperature; • it is not allowed to unfold frozen products; • It is not allowed to transport near open containers with solvents, peroxide, chlorine-containing liquids, alkalis and acids.
Inspection	<ul style="list-style-type: none"> • carried out for visual inspection of product quality. 	<ul style="list-style-type: none"> • complete or partial loss of elasticity of the fresco coating due to the drying of the plaster (if the storage recommendations are violated), which leads to a reduction in the quality of the product installation. 	<ul style="list-style-type: none"> • after inspecting the frescoes for the next storage of it before installation, you should fold the canvas/es into a roll, wrap it with a polyethylene stretch film and put it into the tube.
Storage	<ul style="list-style-type: none"> • in the production of frescoes and wallpapers, different types of plasters are used, which have a certain elasticity. Storage of products in a roll (package) before installation is limited to the following: for frescos "Velure", "Beze", "Velatura", Craquelure "- no more than 12 	<ul style="list-style-type: none"> • total or partial loss of consumer qualities; • complete or partial loss of elasticity of the fresco coating due to the drying of the plaster, which leads to a decrease in the quality of the installation. 	<ul style="list-style-type: none"> • Do not store at temperatures below -20 or above +50 degrees Celsius; • Do not store under direct sunlight, in a damp room; • Do not store near open containers with solvents, peroxide, chlorine-containing liquids, alkalis and acids;

	<p>months; for frescos "Sabbia", "Pietra", "Sabbia" facade - no more than 3 months. The specified terms are counted from the moment of reception of finished goods by the Customer (the Buyer);</p> <ul style="list-style-type: none"> • No direct exposure to sunlight. 		<ul style="list-style-type: none"> • It is recommended not to exceed the shelf life of the finished product.
Installation	<ul style="list-style-type: none"> • application of special mounting technology; • The installation instruction is placed in each tube with a fresco/ wallpaper; • It is recommended to perform the installation with lighting, which will be used indoors when operating frescos (wallpaper). 	<ul style="list-style-type: none"> • An obviously visible joint in violation of the installation technology; • flaking of the plaster, the appearance of visible cracks on the canvas as a result of its excessive deformation. 	<ul style="list-style-type: none"> • compliance with the installation technology; • It is recommended that people who have appropriate professional skills be recruited to carry out the installation; • It is not allowed to mount at temperatures below +5 degrees.
Operation (care of frescoes and wallpaper)	<ul style="list-style-type: none"> • Temperature: -20 to +50 degrees Celsius; • absence of direct exposure to sunlight; • can be wiped with a damp sponge or soft-nosed brush without the use of special cleaning agents (use a rag is not recommended). 		<ul style="list-style-type: none"> • Do not operate at temperatures below -20 or above +50 Celsius; • direct sunlight is not allowed; • Do not use alkalis, acids, solvents, peroxide or chlorine-containing liquids.

Section 5. Additional information

Conditions and procedure for return of products	<ul style="list-style-type: none"> • The products are subject to exchange (return) on the grounds and in accordance with the procedure provided for by law. • Canvas of fresco (wallpaper) before installation must be carefully inspected by the Buyer, and only after inspection is carried out installation. In case of nonconformity of the products to the Buyer's order or the presence of defects recognized as a defect, it can be returned to the Seller within a reasonable time. The cost of transportation in this case is the responsibility of the Seller (Executor, manufacturer). • The buyer has the right not to accept the product if defects are detected at the time the goods are transferred by the Seller. In case of defects in packaging (and, as a consequence, possible damage to the products) at the time of transfer of the goods, an act is signed which is signed by the Seller and the Buyer. On the basis of this act, the Buyer shall have the right to demand from the Seller a replacement of a defective product with a good quality goods or a gratuitous
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	<p>elimination of defects in the goods or a return of funds in full, at the discretion of the Buyer. In the event that the Buyer has taken the products with the defects of the packaging, the responsibility for its improper quality passes to the latter, and, in the event of subsequent defects, the goods can not be exchanged or returned.</p> <ul style="list-style-type: none"> • For the safety of the Products in the process of delivery (transportation), the Seller (Contractor) is not liable. The obligation of the Seller (Contractor) to transfer the Products to the Buyer (the Buyer) is considered to be performed from the moment of its transfer to the Buyer (the Customer) or the carrier (if the delivery is carried out by the carrier). In case of damage to the Products in the process of delivery (transportation), the Customer (the Buyer) must file a claim against the carrier. • The products are cut, mounted, with any marks, damages caused by the fault (initiative) of the Buyer, considered to be accepted by the Buyer as Good quality products and return (exchange) is not subject. • The products have individually defined properties according to the order of the Buyer (size, pattern, color, texture, etc.) and can be used exclusively by the Buyer (final consumer) who purchases this Product, in connection with which, this Product of the appropriate quality of exchange and can not be returned. • Products of appropriate quality are not subject to exchange on the grounds provided for in Art. 502 of the Civil Code of the Russian Federation, as it is included in the list of non-food goods of proper quality (item 4 of the List), which are not subject to return or exchange for a similar product of other size, shape, size, style, color or equipment, approved by the RF Government Decree of 19.01.1998 № 55.
<p>Disadvantages of Products, recognized as a defect</p>	<ul style="list-style-type: none"> • uneven or torn edges, if it was not provided for by the order; • the difference in the length of the fresco (wallpaper) paintings is more than 5 mm per one linear meter; • stratification or shedding of the coating (subject to the recommendations and requirements for transporting / storing / operating the Products); • the presence of openings, ruptures, other mechanical damages on the surface of the blade, and also drops of paint with a diameter of more than 0.2 mm. The manufacturer is not liable for any mechanical damage to the Products that occurred through the fault of the Buyer; • pronounced bands, an obvious lack of color on the plot of more than 0.2 square meters. cm (white spot), the presence of stains on the surface of the fresco in the absence of traces of mechanical, chemical, thermal or other harmful effects on the product or packaging after its transfer to the Buyer; • The difference in color between the canvas paintings is more than 10%.