Version History

Version No.	Description of Change	Date	Updated by	Approved by
1	Initial version	Nov 02, 2010	Punit Garg	AML
2	Section on guidelines for replacing agglomerated marble	May 14, 2012	Kanu Julka	AML
3	Section on guidelines for replacing vitrified vitrified tiles	April 24, 2012	AML	AML

1. Natural Marble replacement guidelines for Bellissimo A, B &C

Once possession is given to customer, no marble slab shall be changed by Lodha (except pre-identified ones as per policy below).

Prior to possession, each flat shall be inspected by any one of the following:

1. COO
2. Chief Architect
3. Head – Facility Management
4. Handover Team Representative to project

And they will identify and mark any of the slabs which require replacement (such slabs shall be marked with a red in x with a red non-erasable marked, along with sign and date of the identifying person). All such pre-identified slabs will be replaced by project management no later than 45 days from the date of identification of the slab.

The aforesaid team will use the following guidelines to pre-identify any slabs that need replacement:

1. The marble slab has a distinct breakage or hole in its body (which may or may not have been filled in with a filler material)
2. The edge of the marble slab is chipped off by more than 1 cm
3. The marble slab has a crack of width more than 3 mm (width of crack to be seen, not width of filled up line after crack)
4. If there is a shade variation which is visually apparent and **significantly aesthetically displeasing** and located in a prominently visible location

When possession is handed over to customer, FM / CC will explain that '*as part of our rigorous quality control process, the flat has been inspected by internal and external experts on multiple occasions. At time of final inspection, certain slabs of marble (identified as above), on account of their natural flaws, have been found to be not meeting our quality standards and hence, we shall replace them within the next 45 days at our own cost to ensure that all units meet our stringent quality norms.'*

In case of ferrous stains on the marble, FM shall offer to have the same bleached on one occasion but also simultaneously explain '*that same has occurred on account of natural characteristics of marble and its reaction with other materials and is a part of the natural settling process'*

This policy shall also serve as the guideline for quality control / replacement for **all locations where the company provides natural marbles.**

2. Agglomerated Marble/Tile replacement guidelines

Criteria for replacing Agglomerated Marble/Tile

At-least one of the following conditions has to be met for a slab of agglomerated marble to be considered for replacement

1. One crack of length greater than 10 inches and width greater than 3 mm (see figure 1)
2. Three or more cracks of length greater than 5 inches and width greater than 3 mm
3. Major shade variation (similar to figure 2) which is visually apparent and **significantly aesthetically displeasing** and located in a prominently visible location

Process to be followed if replacement marble of same shade is available in buffer stock

1. The marble slabs/vitrified tiles passing the above criterion should be identified and marked as such by CM and HFM representative during the first civil inspection of the flat.

2. Such marble/vitrified tiles should be replaced with new marble from the buffer stock with same shade **before** final inspection and handover of the flat to HFM.

Process to be followed if replacement marble of same/similar (acceptable match) shade is NOT available from any source

Project coordinator to ensure that all possible sources (buffer stock from other projects, similar shades from other vendors etc.) to get matching marble are exhausted and take approval from Director (operations) to follow below guidelines in a project

1. The marble slabs/vitrified tiles passing the above criterion should be identified and marked as such by CM and HFM representative during the first civil inspection of the flat.
2. The flooring of the entire room where such marble slab/vitrified tiles is present should be replaced with the substitute material approved by design. In case marble slab to be replaced is in living room/hall then passage having same marble should also be replaced.
3. When replacing marble flooring/vitrified tiles in an entire room/area, care should be taken that at-least 30% of the marble/vitrified tiles taken out is reusable and the same is added to buffer stock.
4. Such marble/vitrified tiles should be replaced **before** final inspection and handover of the flat to HFM.

Once possession is given to customer, no marble shall be changed by Lodha

This policy shall also serve as the guideline for quality control / replacement for **all locations where the company provides agglomerated marble.**

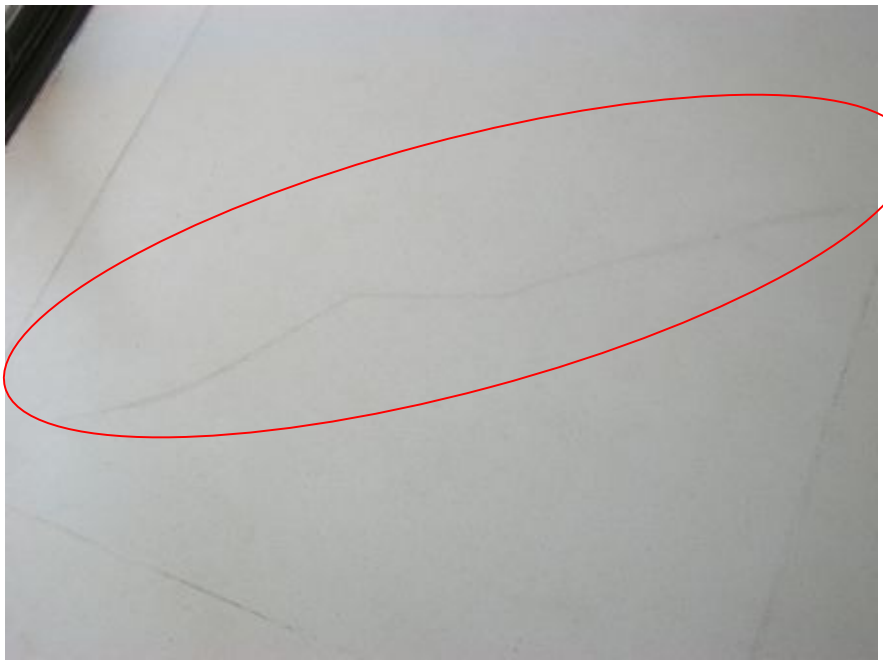


Figure 1: *Single crack > 10 in. in length and 3mm in width in agglomerated marble /tile*



Figure 2: *Major shade variation in agglomerated marble/tile*