

## TERMS AND CONDITIONS

	<b>Date:</b> 12/04/2026	<b>Reviewed by:</b> Chenson Team	<b>Code:</b> CH-202600453985
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### Chenson Advanced Materials | Distribuido por Delaguarda Group

#### 1. ACCEPTANCE OF TERMS

By accessing and using the Chenson Advanced Materials website (hereinafter, "the Site"), operated by Chenson Advanced Materials Technology Co., Ltd. and distributed in Latin America by Delaguarda Group, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with any of these terms, please do not use this Site.

#### 2. CORPORATE INFORMATION AND DISTRIBUTION

##### 2.1 Manufacturer

Company Name: Chenson Advanced Materials Technology Co., Ltd.

Main Brand: CHENSON

Registered Address: Huangxi Flying Goose Avenue West, Shipan Town, Boluo County, Huizhou, Guangdong, China

Telephone: +569 4213 4103

International Website: [www.chensonglobal.com](http://www.chensonglobal.com)

##### 2.2 Exclusive Distributor for Latin America

Company Name: Delaguarda Group

Website: [www.delaguardagroup.com](http://www.delaguardagroup.com)

Exclusive Territory of Representation: Latin America and Spain

Scope: Commercial representation, technical support, order management, and after-sales service for the complete Chenson Advanced Materials product line.

#### 3. PRODUCTS AND TECHNICAL SPECIFICATIONS

##### 3.1 Product Description

The products offered include, among others:

Specialty cements (PSS-325, PO-425)

General purpose mortars (masonry, plastering, leveling)


Adhesives for ceramic and porcelain tiles (C0, C1, C2)

Waterproofing and anti-cracking mortars

Self-leveling and cementitious filler mortars

Thermal, acoustic, and ALC panel mortars

Putties and finishing compounds

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**3.2 Accuracy of Information**

The technical specifications, Technical Data Sheets (TDS), and Safety Data Sheets (SDS) provided on this Site are for informational purposes only.

Chenson Advanced Materials reserves the right to modify formulations, packaging, or specifications without prior notice, based on technological improvements or local regulations.

Recommendation: Before using any product, request updated technical documentation from Delaguarda Group and verify compliance with applicable building codes in your country.

**3.3 Proper Use**

- Products must be installed by qualified personnel, strictly following:
- Manufacturer's instructions
- Local technical standards (e.g., GB/T, JC/T, ASTM, NTC, IRAM, etc.)
- Recommended environmental conditions (temperature, humidity, substrate preparation)

**4. INTELLECTUAL PROPERTY**

**4.1 Copyright**


All content on this Site (texts, images, logos, trademarks, designs, manuals, specifications) is the exclusive property of Chenson Advanced Materials® under license to Delaguarda Group®. The Chenson logo and the Delaguarda Group name are registered trademarks and are protected by international intellectual property laws.

**4.2 Permitted Use**

- Personal, non-commercial use of the content is authorized for:
- Consulting technical information
- Downloading data sheets for project specification purposes
- Internal use in bidding or construction processes

**4.3 Restrictions**

- The following are strictly prohibited:
- Reproducing, distributing, or modifying content without written authorization
- Using trademarks for unauthorized commercial purposes
- Reverse engineering products or formulations

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Impersonating Chenson or Delaguarda Group

**5. USER OBLIGATIONS**

- By using this Site, you agree to:
- Provide truthful and up-to-date information in contact forms
- Use the products in accordance with their technical and regulatory purpose
- Immediately notify us of any unauthorized use of your credentials (if applicable)
- Refrain from activities that compromise the security, integrity, or operation of the Site

**6. LIMITATION OF LIABILITY**

**6.1 Information and Advice**

The technical information provided is in good faith but does not constitute an express or implied warranty of results in construction.

The final performance of the products depends on factors beyond the manufacturer's control: substrate preparation, environmental conditions, workmanship, compatibility with other materials, etc.

**6.2 Warranty Exclusion**

TO THE EXTENT PERMITTED BY APPLICABLE LAW:  
 CHENSON ADVANCED MATERIALS AND DELAGUARDA GROUP DISCLAIM ALL LIABILITY FOR DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF, OR INABILITY TO USE, THE PRODUCTS OR THE INFORMATION CONTAINED ON THIS SITE.


**6.3 Limited Product Warranty**

CHENSON® products are warranted against manufacturing defects for a period of 12 months from the date of production, provided they have been stored and handled according to the manufacturer's instructions.

This warranty does not cover: damage due to improper storage, incorrect application, force majeure, or use under non-recommended conditions.

For warranty claims in Latin America, please contact Delaguarda Group exclusively.

**7. PRIVACY AND DATA PROTECTION**

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**7.1 Information Collection**

We may collect personal information (name, company, email, phone number, country) when you:

- Request
- Request a quote or technical data sheet
- Register to receive updates
- Contact our support team

**7.2 Use of Information**

- Your data will be used exclusively to:
- Process your requests and provide technical and sales support
  - Send relevant information about products, updates, or events
  - Comply with legal or regulatory obligations

**7.3 Data Sharing**


We do not sell or rent your personal information to third parties. Information may be shared between Chenson Advanced Materials and Delaguarda Group solely for customer service purposes in Latin America. In the event of a legal requirement, we may disclose information in accordance with applicable regulations.

**7.4 User Rights**

- You have the right to:
- Access, rectify, or delete your personal data
  - Object to receiving marketing communications
  - Request information about the processing of your data
- To exercise these rights, please contact: [privacy@delaguardagroup.com](mailto:privacy@delaguardagroup.com)

**8. LINKS TO THIRD-PARTY SITES**

This Site may contain links to third-party websites (suppliers, certification bodies, regulatory bodies). Chenson and Delaguarda Group: Do not control or assume responsibility for the content, privacy policies, or practices of such sites. Recommend reviewing the terms and conditions of each external site before providing personal information

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**9. MODIFICATIONS TO THE TERMS**

Chenson Advanced Materials reserves the right to modify these Terms and Conditions at any time.

Modifications will take effect immediately upon their publication on the Site.

It is recommended that you periodically review this section. Continued use of the Site after a modification constitutes acceptance of the new terms.

**10. APPLICABLE LAW AND JURISDICTION**

10.1 For inquiries, orders, or claims in Latin America:

Legal Representative: Delaguarda Group

Applicable Law: Laws of the client's country of residence or the location of the project execution

Dispute Resolution: International commercial mediation or arbitration, as agreed between the parties

Note: In case of conflict between the English and Spanish versions of these terms, the Spanish version shall prevail for users in Latin America.

Legal Notice: Chenson Advanced Materials products under the LAUBONG® brand are designed for professional use in construction. Their application must be carried out by trained personnel and in accordance with local regulations. Delaguarda Group acts as the exclusive distributor in Latin America and assumes no responsibility for applications outside the provided technical specifications.

**info@chensonglobal.com - info@delaguardagroup.com**

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