

Limited Product Warranty

This warranty document also serves as a Certificate of Compliance.

The manufacturer guarantees that its products will meet or exceed the performance specifications outlined in ANSI A137.1- 2018.

Residential Lifetime Quality Warranty

Should any product installed in a residential setting fail due to a manufacturing defect, the manufacturer will replace the defective product pieces as it deems fit (removal and installation not included). This Limited Lifetime Warranty covers the original buyer's purchase of the manufacturer's products for as long as you own your home. This warranty is non-transferable.

Commercial Warranty

In the event of latent defects caused by improper manufacture, the company will replace any defective units FOB plant (removal and installation not included), provided the company is notified within one year of installation or within 18 months of shipment of product, whichever occurs first.

Regarding both Residential and Commercial Limited Warranty's, specific installation details, structural design and environmental conditions are beyond the control of the company. The manufacturer cannot accept responsibility for the performance of its products where improper installation, design or environmental conditions exist.

DISCLAIMER

Tile, by the nature of the product, is a material that is subject to variation in veining and/or color as well as technical specifications including but not limited to DCOF (Dynamic Coefficient of Friction). This is due to the variability of the natural raw ingredients and the production process itself. Any misuse of the product by the customer including physical or chemical abuse, or negligence is not covered under warranty. Installation defects or deficiencies are not covered by this warranty. Any defect visual or otherwise that is apparent prior to installation is not covered by this warranty. Samples and merchandising are for general reference only. When alternative/restorative floor treatments are employed it is the responsibility of the manufacturer of such floor treatments to verify compatibility and offer any product warranty/guarantee. Some treatments alter the tile surface characteristics and may involve alternate or increased maintenance procedures that may be inconsistent with the manufacturer's original product recommendations.

In no event shall the manufacturer's liability on any claim exceed the purchase price paid for the product.