

Lifetime Limited Warranty

Lifetime Limited Warranty: Subject to the terms of this Lifetime Limited Warranty ("Lifetime Warranty"), Ragno U.S.A., as part of Dal-Tile Corporation, warrants that Connexion Grout ("Grout") manufactured by Bostik, Inc. will resist:

- (1) Cracking, when used as follows:
In floor grout widths from 1/16" to 1/2" for floors and 1/16" to 1/4" for walls
- (2) Color fading under normal usage; and
- (3) Staining from most common, non-corrosive household materials.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIFETIME WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY FOR THE GROUT, AND RAGNO DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DISCLAIMERS OF IMPLIED WARRANTIES MAY NOT BE APPLICABLE WITH RESPECT TO CERTAIN PRODUCTS. TO THE EXTENT ANY IMPLIED WARRANTY APPLIES, ITS DURATION IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE AND DEPENDING ON THE LAW APPLICABLE TO YOUR PURCHASE.

CONDITIONS: The remedy in this Lifetime Warranty shall apply only under the following conditions:

- (1) The Grout is installed and maintained in accordance with (i) Ragno's instructions, guidelines, and data provided on the packaging and in Ragno's recent Technical Data Sheet for the product, (ii) instructions, guidelines, and data for the tile and all other materials used in the installation, (iii) applicable ANSI, TCNA and NTCA installation standards, and (iv) applicable building codes. Ragno's most recent Technical Data Sheet can be found at www.FloorandDecor.com/Connexion.
- (2) The Grout is used within the shelf life specified in the most recent Technical Data Sheet for the product and stored in accordance with the instructions in the Technical Data Sheet.
- (3) It is the sole responsibility of the buyer to determine the suitability of the Grout for use with a particular tile product or for a particular type of installation, and any recommendation by Ragno regarding the use of the Grout is not intended to be a warranty that the product is suitable for a particular application.

EXCLUSIONS: This Lifetime Warranty does not cover:

- (1) Cracking caused by substrate or other structural movement or failure, inadequate subflooring, improper preparation of the substrate or subfloor, or faulty structural design.
- (2) Staining caused by exposure to corrosive materials.
- (3) Problems caused by improper installation or allowance for cure time; misuse; improper alteration, modification, or dilution of Grout; or improper maintenance or use of cleaning products.
- (4) Problems caused by any cause beyond the manufacturer's reasonable control, including without limitation any act of God, act of buyer or user, flood, fire, or accident.
- (5) Normal wear and tear.
- (6) Problems with the product in submerged applications, such as pools.
- (7) Problems with the product used in hot tubs or steam showers.

REMEDY FOR BREACH OF WARRANTY

In the event of a valid claim for staining under this Lifetime Warranty, Ragno will provide instructions for recommended procedure for removing the stain. If the stain cannot be removed, or in the event of a valid claim under this Warranty for cracking or color fading, Ragno will provide one of the following at Ragno option: (1) a Grout stain, (2) replacement Grout, or (3) a refund of the Grout purchase price.

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TO THE MAXIMUM EXTENT ALLOWED BY LAW, RAGNO WILL NOT BE LIABLE FOR DIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, ECONOMIC, OR OTHER DAMAGES, AND RAGNO HEREBY DISCLAIMS LIABILITY FOR ANY SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSIONS OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU.

If any part, term or provision of this warranty is determined by any court or other tribunal to be illegal, invalid or unenforceable, any illegal, invalid or unenforceable part, term or provision shall be deemed stricken and all the other parts, terms and provisions of this warranty shall remain in full force and effect to the fullest extent permitted by law. If this warranty is determined by any court or other tribunal to be unenforceable in its entirety or otherwise not applicable to the person or entity asserting a claim, then the warranty disclaimers set forth in the Connexion Grout Technical Data Sheet for the product and on the product labeling shall exclusively apply.

To Make a Claim:

Please retain proof of purchase of Connexion Grout in the case a claim submission is necessary during the life of your product.

1. The purchaser must notify a Floor & Decor store in writing within 30 days of the discovery of any defect.
2. Floor & Decor will initiate claim and will submit claim information to Ragno.
3. Ragno will review and determine if the claim is valid. No claim will be honored without Ragno's opportunity to review and inspect jobsite or product, as necessary.
4. If the product claim is deemed as valid, Ragno will notify the purchaser in writing. Ragno reserves the right to repair, replace or refund the originally-purchased product, at its sole discretion.

Warranty Effective Date: July 1, 2020