

Limited Warranty

Ragno U.S.A., as part of Dal-Tile Corporation, warrants that its Connexion™ floor tile products with ClicFit™ Technology will be free from manufacturing defects or defects in materials and/or workmanship in accordance with the terms of this Limited Warranty during the stated Warranty Period. The “Warranty Period” shall mean the following:

Residential Applications	Light Commercial Applications
Limited Lifetime	1 Year

The Limited Lifetime Residential Warranty is limited to the original purchaser of the products and is non-transferable.

“Defect” is a product quality issue that exists at the date of manufacture that results in a failure of the product to perform to Ragno specifications within industry standards as stated in ANSI 137.1-2019. The product will be stainproof meaning the product will resist staining under normal household conditions in accordance with ASTM C1378. The product will also be waterproof when proper installation methods are followed. The product will be dentproof under normal household conditions in that it will not dent from foot traffic such as high heels or heavy weight such as large furniture. The performance characteristic of dentproof does not apply to chipping, scratching, or cracking. Failure to comply with recommended applications voids this warranty.

WARRANTY EXCLUSIONS

Failure to install locking floor tile using both the recommended 1.0 mm underlayment with a compression strength greater than or equal to 40 psi and urethane pre-mixed flexible grout approved for use on locking floor tile with ClicFit™ Technology in accordance with the Connexion installation instructions will void the warranty.

Damage to the tile caused by customer misuse, including negligence, physical abuse, improper installation, improper maintenance, or chemical abuse is not covered by this warranty. Installation defects and setting materials defects are also not covered by this warranty. The waterproof warranty applies to the tile product itself and does not extend to damage of the subfloor or adhesives; it does not cover moisture or water coming from below /underneath the product and it does not cover flooding or intentional damage or misuse. This tile is intended for interior floor applications only. Installations other than interior floor installations will void this warranty. Local building codes may dictate minimum tile performance specifications. Ragno does not warrant product installations that violate building codes.

Since there are variations in all fired ceramic and natural products, tile and trim supplied for a particular installation may not match samples. Final confirmation should be made from actual tiles and trim prior to installation. All installed products are deemed to be inspected prior to installation and no adjustments or warranty claims for visual defects will be allowed after installation.

Tile is subject to variation in technical specifications, including DCOF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface and may require additional cleaning to remove contaminants from the surface.

All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. This Limited Warranty is the sole warranty extended and replaces any statutory warranties to the maximum extent allowable by law.

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IMPLIED WARRANTIES LIMITED IN DURATION

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

REMEDY LIMITATION & DISCLAIMER

This Ragno Limited Warranty is pro-rata from the date of purchase and is limited to replacement or repair of the defective product. A pro-rata warranty is one that provides for a refund or credit that decreases according to a set formula as the Warranty Period progresses. The original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the warranty period. For the Residential Limited Warranty, the warranty period is considered 33 years.

If a defect in materials or workmanship is discovered within the Warranty Period, Ragno, in its discretion, will either refund the pro-rata price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. By this we mean that Ragno will not credit or pay for any loss, expense or damage other than to the tile itself that may result from a manufacturing-related defect in the tile. Some examples of consequential or incidental damages are: replacement of subfloors, trim moldings, living/relocation expenses, disconnecting/reconnecting appliances, or moving of furniture. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. All other rights are governed by the state law in which the product was purchased and may vary from state to state.

Ragno disclaims all express warranties not contained in this Limited Warranty. Any representations made in connection with the sale of this product that differ from the terms of this Limited Warranty are not valid and should be brought to the attention of Ragno immediately. This warranty only applies to manufactured first quality products. "Seconds" are sold as-is. This Limited Warranty is applicable to purchases after the warranty effective date below.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

To Make A Claim:

Please retain proof of purchase for floor tile product with ClicFit™ Technology, qualified underlayment and qualified 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 sold discretion.

Warranty Effective Date: July 1, 2020

For more product-specific information on product content, please obtain an SDS at FloorandDecor.com or contact Ragno at 1-800-933-TILE.