

Simplinstall Quick - Lock Porcelain Tile Limited Warranty

Limited Lifetime Residential Warranty

Manufacturer warrants to the original consumer end-user that the flooring will be free from manufacturing defects during the warranty period and will perform as intended when installed in accordance with the applicable installation instructions and maintained with proper care under normal residential use.

Should there be a defect in the products during the warranty period, manufacturer will either refund the purchase price for the defective product, or at the manufacturer's option, provide the owner with comparable replacement products. A defect refers to a product's inability to perform as per the manufacturer's specifications, within the acceptable tolerances set by industry standards.

Replacement products are limited to what is in stock at the time of the replacement, and manufacturer do not guarantee that the colors, gloss or other features will exactly match the product originally installed. This Limited Lifetime Residential Warranty is not transferable.

Pet Proof Warranty

Manufacturer warrants to the original residential purchaser that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

Waterproof Warranty

Manufacturer warrants to the original residential purchaser that the surface of the floor is waterproof and the tile will not swell from exposure to water due to wet mopping and everyday household spills. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty does not cover flooding, excessive moisture from hydrostatic pressure, water underneath the flooring, or excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, or pipes.

Installation Over a Radiant-Heated Subfloor Warranty

Manufacturer warrants that the floor can be installed over an embedded radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions specified in the installation instructions are fulfilled.

Warranty Exclusions

ALL PRODUCTS MUST BE INSPECTED PRIOR TO INSTALLATION. Customer misuse and installation defects, including failure to install the product in accordance with its installation

instructions and/or standard industry guidelines, are not covered by this warranty. Visual defects or nonconformities apparent prior to installation are not covered by this warranty. Local building codes may dictate minimum tile performance specifications, installation requirements, or applications of tile products which are not warranted by Manufacturer. Manufacturer does not warrant installer workmanship and will not be responsible for claims resulting from installation.

This warranty does not cover damage caused to floors by heavy rolling loads and casters/wheels. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, MANUFACTURER MAKES NO OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MANUFACTURER EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY

These products are subject to natural and batch variations due to their raw materials and production process. Variations may include differences in color, shade, caliber, and surface appearance or technical specifications due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Pictures and photographic images may not be an exact product match. Any misuse or abnormal use of the product, including but not limited to damage from plumbing or appliance leaks, storm, or flood; cracking due to structural movement; stains caused by chemicals, corrosives, or industrial products (other than recommended cleaning products or chemicals); sharp objects; damage from smoke, fire, or other unforeseen events; Damage caused by non-compliant casters on furniture, barrel-type caster wheels or wide, flat glides are best for protecting the floor; Damage to click joints or indentation due to heavy rolling loads; damage caused by negligence or improper alterations of the original manufactured product will not be covered under the warranty.

To Make a Claim

Contact your Simplinstall retailer no later than 30 days after discovery of the defect. Proof of purchase is required, and it is encouraged to report the product's dye lot, which can be found on the box of the product. Manufacturer strongly recommends keeping the product box from your purchase or recording the dye lot information, as it is needed for any potential claim. To elevate your claim, manufacturer may ask you to provide us with pictures, samples, or other evidence of defects. Your claim may be denied if you fail to notify us within the 30-day period, fail to provide sufficient evidence of defects, or you repair or replace your products before manufacturer has determined your claim.

Remedy Limitation

If a defect in material is discovered within the limited warranty period, Manufacturer, in its discretion, will either refund the retail price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. Buyer's remedy is limited to replacement or repair of the defective product. Manufacturer is not responsible for labor costs. Manufacturer 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.

Manufacturer assumes no liability for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In that case, these exclusions may not apply. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, such as in California, where the applicable warranty period may begin on the date of delivery. Manufacturer reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. No installer, retailer, agent or employee of Manufacturer has the authority to increase or alter the obligations or limitations of this warranty.