

TILE & STONE RESIDENTIAL WARRANTY

General Guidelines

Tile Outlets of America recommends that all tile is professionally installed for a valid warranty. The manufacturer warrants all products to be free from defects in material and workmanship, under normal use and service, for the length of time specified for the product from the date of purchase. This limited warranty only applies provided the tile covered by this warranty is installed and maintained according to the Tile Outlets of America Tile & Stone Installation Instructions, current industry standards (TCNA Handbook and ANSI A108/A118) and the Tile Outlets of America Tile & Stone Care & Maintenance Instructions.

The manufacturer cannot assume responsibility for the suitability of tile and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.

- Tile should be one of the last finishes installed in any new construction or remodel project.
- Inspect all materials carefully for color, shade, size, finish and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there are any doubts to the quality, dimensions or appearance of the tile **DO NOT INSTALL**. Please contact Tile Outlets of America as **INSTALLATION IS ACCEPTANCE**.
- Tile and natural stone are produced in batches. Check that every box carries the same shade/lot number and caliber (size) number before installation. Do not mix different lots in the same area.
- Natural stone (marble, travertine, limestone, slate and similar) is a product of nature. Variation in color, veining, pits, holes, fissures and texture is normal and expected, and is part of the character of the stone. It is not a defect.
- Confirm the tile is rated for where it will be installed. Tile sold as wall tile is not suitable for floors. Only tile rated for exterior use should be installed outdoors, and in freeze-thaw climates it must also be rated frost resistant. Refer to the product specifications for use rating, water absorption and slip resistance.
- While tile is water resistant, tile and grout are not waterproof. Water can pass through grout joints. Showers, tub surrounds, steam rooms and other wet areas require a waterproofing membrane or waterproof backer board system beneath the tile.
- Store tile boxes flat, dry and fully supported during shipping and storage.
- It is the responsibility of the installer/owner to determine if the jobsite substrate and jobsite conditions are environmentally and structurally acceptable for tile installation. The manufacturer declines any responsibility for tile failure resulting from or related to the substrate, subfloor, structure, setting materials, jobsite damage or deficiencies after the tile has been installed.

- This warranty covers the tile only. Mortar, grout, membranes, sealers, sealants and other installation materials are covered by the warranties of their own manufacturers.

Warranties are non-transferable and apply to customers who originally purchased and installed the tile. The original, paid-in-full invoice is required. Claims must be filed by the original purchaser. No installer, retailer, distributor or agent, or employee of Tile Outlets of America may alter the obligations or limitations of any warranty.

Warranty Limitations

PLEASE NOTE THE FOLLOWING ARE NOT PROBLEMS ARISING FROM DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE THEREFORE NOT COVERED BY THIS PRODUCT WARRANTY.

1. Defects arising from poor installation. This includes:
 - a. Cracked tile or grout caused by substrate movement, excessive deflection, cracks in the substrate, or a substrate that does not meet the flatness requirements.
 - b. Loose, hollow-sounding or cracked tile caused by insufficient mortar coverage or incorrect setting materials.
 - c. Lippage (uneven tile edges) caused by installation methods, substrate irregularities or an offset pattern greater than recommended.
 - d. Failure to install perimeter, field and change-of-plane movement joints.
 - e. Staining, shadowing or discoloration of natural stone, glass, polished porcelain or porous tile from grout, mortar, sealers or other setting materials, including where the tile was not sealed before grouting as recommended.
2. Construction or installation-related damage.
3. Installation in inappropriate locations, or use outside the product's rated application, for example wall tile installed on floors, tile not rated frost resistant installed outdoors in freeze-thaw climates, polished tile on exterior walking surfaces, or metal mosaics installed in showers, tub surrounds, pools, spas or exterior areas.
4. Dissatisfaction due to improper maintenance, including the use of cleaners or methods not recommended in the Tile Outlets of America Care & Maintenance Instructions.
5. Problems arising from excessive moisture, alkali or hydrostatic pressure in the substrate, poor drainage, or water leaks and plumbing failures.
6. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
7. Damage caused by freeze-thaw cycles, de-icing salts or chemical de-icers.
8. Chips, cracks, scratches, gouges or breakage caused by impact, dropped objects, dragged appliances or furniture, unprotected furniture feet, pets, rolling loads, or any intentional misuse of the product.

9. Etching, staining, dulling or discoloration of natural stone caused by acids, chemically reactive material, spills, harsh cleaners or harsh scouring pads.
10. Efflorescence (white mineral deposits) caused by moisture moving through the substrate or setting materials.
11. Grout, mortar, sealers, membranes, sealants and other installation materials, including grout discoloration, cracking or wear.
12. Natural characteristics of stone, including variation in color, veining, pits, holes, fissures, fill, texture and tone, changes in color over time due to age, use or sunlight exposure, and the loosening of fill in filled travertine.
13. Shade and color variation between tiles, lots, samples or photographic images and the actual tile purchased. Many tiles are designed with intentional variation, as shown by their shade variation rating. Color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
14. Minor variation in size (caliber), thickness and warpage within industry tolerances (ANSI A137.1 for ceramic and porcelain tile). Handmade, tumbled and ungauged products will vary more.
15. Crazeing (fine cracks in the glaze) caused by installation conditions, moisture, thermal shock or use outside the product's rated application, and crackle-glaze finishes where crazeing is an intentional design feature.
16. Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed. **INSTALLATION IS ACCEPTANCE.**
17. Gloss reduction or surface scratches are not considered surface wear. Loss of polish or gloss over time in traffic areas is consistent with normal wear & tear and is not a product flaw.
18. Changes in slip resistance caused by wear, contaminants, cleaning products, or sealers and coatings applied after installation. Selecting a tile with suitable slip resistance for the location is the responsibility of the purchaser.
19. Installation of products with setting materials other than those recommended by Tile Outlets of America or the product manufacturer.
20. The manufacturer makes no guarantee that tile products will match or coordinate with customer furnishings, trim, cabinetry, countertops, fixtures, etc.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty. This limited warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. Tile Outlets of America requires the receipt in order to verify date of purchase to help resolve any problems.

Water Resistance

Porcelain and glazed ceramic tile are water resistant, and their structural integrity will not be significantly diminished by exposure to water under normal use. However, tile and grout are not a waterproof system, and water can pass through grout joints and porous materials. Wet areas require a waterproofing membrane or waterproof backer system installed beneath the tile. When excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur, particularly if the moisture problem remains undiscovered or unaddressed. Damage to the structure, substrate or surrounding materials caused by water passing through the tile installation, and damage resulting from mold & mildew growth due to prolonged exposure to moisture, are not covered by this warranty.

Terms of Warranty

The tile is warranted to be free from manufacturing defects in material and workmanship for the warranty period stated for the specific product. Where a product is sold with a wear rating, glazed floor tile installed in an area appropriate for its rating is warranted not to wear through the glaze under normal residential use. Gloss reduction or surface scratches are not considered surface wear.

In the unlikely event that any portion of your tile should fail, with respect to any provisions of this warranty, please contact Tile Outlets of America. Replacement material may differ slightly in shade from the original lot. Labor costs, installation materials and removal of the installed tile are not included.