

LIMITED WARRANTY



Eliane Ceramic Tiles warrants its manufactured products will be free from manufacturing defects for the period of one year from date of purchase.

Standard quality tiles manufactured by Eliane Ceramic Tiles meets or exceeds ISO 13006, NBR 15463 and NBR 13818, ANSI A 137.1 – 2012 standards.

A manufacturing defect is defined as a shortfall in the product to perform to Eliane Ceramic Tiles specifications, as disclosed in product literature, within industry allowable tolerances as set forth in standard, national industry protocols.

Customer misuse, including but not limited to, improper installation, negligence, accidents, physical or chemical abuse, bad storage or transportation conditions is not covered by this warranty.

Eliane Ceramic Tiles does not warrant that its products will not scratch, chip or show signs of wear.

ALL PRODUCTS MUST BE INSPECTED PRIOR TO INSTALLATION. No claims for visual defects or any apparent nonconformity prior to installation will be accepted after the product is installed. Labor charges are excluded from this warranty. Eliane Ceramic Tiles makes no warranty as to the suitability of its tile for a particular installation.

All claims must be submitted in writing and supported with pictures as soon as reasonably possible, but in any case, no later than one year after purchase date.

This one-year warranty is the sole warranty extended and replaces any statutory warranties to the maximum extend allowable by law.

Any implied warranty applicable to the product sale, including the implied warranty of merchantability or the implied warranty of fitness for a particular purpose is limited in duration to the duration of this written warranty or the maximum statutory period, whichever is less. Some states do not allow limitations on implied warranty duration, so this limitation may not apply to you.

Implied Warranty of fitness for a particular purpose: Eliane Ceramic Tiles provides appropriate application information in its product literature. Failure to comply with recommended applications voids this warranty.

CLAIM SUBMISSION PROCESS:

1. Notify Eliane Ceramic Tiles Sales Service Center immediately. (972 481 7854)
2. Eliane Ceramic Tiles will issue a claim action report. If necessary, Eliane Ceramic Tiles or an authorized representative will inspect and/or test the product for defect.
3. If the tile is proven to contain a manufacturing defect within the one-year warranty period, Eliane Ceramic Tiles will supply, free of charge, material of compatible color and shade as determined by Eliane Ceramic Tiles.