

LIMITED WARRANTY

Arizona Tile, LLC ("Arizona Tile") offers to the original owner (the "Owner") a one (1) year limited warranty on ceramic/porcelain tiles, glass tiles, and natural stone tiles and slabs, on residential installations made by a qualified and licensed builder/contractor. This warranty applies to the original purchase of STANDARD GRADE (first quality) products only. Such products are warranted to be free from defects for a period of one (1) year from date of installation. No agent, employee, or representative of Arizona Tile or any installer, dealer, agent, builder, or manufacturer, has any authority to alter or modify the obligations or limitations of this warranty.

EXCLUSIONS

The Limited Warranty offered by Arizona Tile excludes any problems or occurrences caused or arising from the following:

1. Improper installation or installation by an unauthorized Contractor/Builder. Arizona Tile expressly makes no recommendations concerning the installation of the product and assumes no responsibility for the method or type of installation used.
2. Improper use and/or maintenance of the product, or failure to follow recommended maintenance and care guidelines.
3. Ordinary wear and tear.
4. Grout-related problems, including but not limited to; shade variation, discoloration, staining or mildew.
5. Any act or omission which might be reasonably expected to damage the product, including but not limited to; falling objects, abuse, negligence, fire, exposure to extreme temperature, or accident.
6. Failure to protect the product from unique or unusual exposures, including but not limited to; moving appliances and/or furniture across the product.
7. Normal variations between field tile and trim tile.
8. Normal design or color variation from samples or illustrations.
9. Any color or shade variations, irregular markings, voids, pitting, veins, and differences in density, where such are natural or inherent characteristics of stone products.

WHAT WILL ARIZONA TILE DO?

In the event of a defect in the product, Arizona Tile will replace the defective product with product of equal value. If Arizona Tile cannot replace the product or such replacement is not commercially practicable, Arizona Tile may, at its option, refund the purchase price as reflected in the original invoice. Labor charges for the removal of product or installation of replacement product are specifically excluded from this warranty. In no event shall Arizona Tile be responsible or liable in contract or tort for any special, indirect or consequential damages, for loss of use, or for injury or damage caused to persons or property by reason of improper installation, maintenance, or use of the product. This limited warranty shall constitute the sole and full extent of Arizona Tile liability and replaces any and all other written or oral representations regarding the warranty of its products. A waiver by Arizona Tile of any term, condition, or obligation under this limited warranty shall not constitute a continuing waiver of any such term, condition, or obligation, or a waiver of any other term, condition, or obligation under this limited warranty.

PROCEDURE FOR MAKING A CLAIM

The original homeowner must notify the Contractor/Builder in writing within thirty days of the discovery of the defective product, but in no instance later than one year from the date of installation. Arizona Tile shall then have the right to inspect the product on site, and to have samples of the product sent directly to the manufacturer. No claim will be honored by Arizona Tile without Arizona Tile being first given the right to inspect the allegedly defective product. Failure to produce the product for inspection will render this warranty void in its entirety. In addition, a valid invoice and/or other documentation verifying purchase from Arizona Tile and date of installation must be provided to Arizona Tile. Failure to produce such documentation may result in automatic denial of any warranty claim.

STONE TILE MAINTENANCE AND INFORMATION

Marble, granite, travertine, limestone and slate are quarried products. Stones are a natural honed or polished rock, not factory made or fired. No two pieces are alike and there are inherent variances in all stone. These characteristics may be color and shade variations, irregular markings, voids, pitting, veins, and difference in density causing sheen variations. It is a standard practice to repair some of these variations by one or more of the following methods; waxing, grinding or filling. Due to normal wear, cracks and voids may appear; these can be readily repaired using floor grout and/or epoxy. All of these variations and characteristics are common and present, to some degree. However, these characteristics are part of the natural beauty of the stone and will not impair the function or wearing qualities of the material.

To avoid damage caused by tracked-in dirt, place floor mats inside and outside of exterior entryways. Sweep or vacuum regularly to prevent loose dirt from abrading your floor. Tracked-in dirt is abrasive and can mar the flooring surface. Normal maintenance for stone tiles is damp mopping with pH neutral cleaner and warm water. Rinse the surface thoroughly after washing and dry with a soft cloth. Change the rinse water frequently. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface. **Do not use vinegar**, or any cleaners containing **acids** or strong **alkaline** agents. Whether a stone product is sealed or unsealed, all spills must be cleaned up immediately to avoid possible staining and acid burns from citrus juices or acidic liquids.

Arizona Tile makes no recommendation for, or against applications to seal. Each job is unique and custom not only to the product selected, but to the application as well. The buyer should discuss with the contractor/builder the necessity of sealing. An aftermarket service and maintenance program is best administered by a licensed stone restoration company.

CERAMIC TILE MAINTENANCE AND INFORMATION

To avoid damage caused by tracked-in dirt, place floor mats inside and outside of exterior entryways. Sweep or vacuum regularly to prevent loose dirt from abrading your floor. Tracked-in dirt is abrasive and can mar the flooring surface. Normal maintenance for glazed floor tile is damp mopping with pH neutral cleaner and warm water. Thoroughly rinse and dry the surface after washing. You should not use a detergent on glazed tile, since soap film will give a dull appearance to the tile. No need to wax, polish or buff. Simply wiping glazed tile with a damp sponge or mop will maintain the luster. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface. Do not use vinegar or any cleaners containing acids or strong alkaline agents. All spills must be cleaned up immediately to avoid possible staining and acid burns from citrus juices or acidic liquids.

Use floor protectors on furniture legs. Do not push or pull your furniture or appliances across the floor without first protecting. To protect countertop surfaces, use coasters, trivets or placemats.

Should your ceramic tile become broken, chipped or damaged, it is possible to have it repaired. It is highly recommended that you keep extra tiles from original installation stored for future repairs.