

# Ceramic Tile

## Warranty



This warranty provides that the International Builders Supply product will be free of manufacturing defects.

Consumers should be aware that tile are subject to slight variation in color, design, shading and other standard variances that will result from the manufacturing process or product origin.

International Builders Supply does not provide warranty on products that are within the industry standard variance levels as slight variation will be common on fired products.

### Inspection & Acceptance

Any products sold or provided by International Builders Supply shall be deemed accepted by the Buyer upon delivery. Claims for damage, shortage, or errors in shipping must be recorded on the original receiving documents and reported within twenty-four (24) hours following delivery to Buyer.

### Pre-Installation Limited Warranty

International Builders Supply provides a Pre-Installation Warranty for visual defects. ALL tiles MUST be carefully inspected PRIOR to installation to verify that there are no visual defects. Should you find any defects, do NOT install those pieces and contact International Builders Supply immediately for replacements. Once products are installed, this Pre-Installation Warranty ceases to be valid. International Builders Supply will not be responsible for any claim for product installed with visual defects. USE CONSTITUTES ACCEPTANCE.

This forgoing warranty covers defects in product quality and does not cover the following:

- Deficient or incorrect installation of the product
- Installation of the product outside manufacturer recommendations
- Deficiencies in the quality of the floor, wall or support for the ceramic tiles, such as poor finishing, or and un-even floor
- Installation of the product without expansion joints
- Failure to use expansion joints to allow for proper expansion installation of the ceramic tiles
- Improper use of the product
- Use of the product for traffic different from that specified by the manufacturer
- Inadequate maintenance of the product
- Cleaning of the product with elements not recommended or whose abrasiveness and chemical PH are different from those specified
- Spots not treated according to manufacturer recommendations or treated outside normal parameters
- Abuse and misuse by the consumer
- Force Majeur, and third-party intervention
- Improper installation materials

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## Warranty (Continued)



This forgoing warranty does not cover:

- Claims filed by persons or entities other than the buyer
- Claims for obvious defects in the appearance, form and color of the product already installed. (Ceramic products can exhibit some variation in tone and size, as duly allowed by national and international standards as set forth in the specification sheet, and therefore are not grounds for filing a claim.)

International Builders Supply may, at its discretion, require inspection of any/all claims, and request photographs and/or samples prior to approving claims. International Builders Supply products must be installed and maintained according to the International Builders Supply installation & Maintenance Instructions in order to be covered by this Limited Warranty. All original packaging materials must be kept until after inspection. Subsequent to any investigation, International Builders Supply shall have the right to supply substitute products.

In the event that the Customer fails to notify International Builders Supply in a timely basis, or fails to allow International Builders Supply the right of inspections, discussion or decision making in advance of repair, remediation or settlement of any defect, Customer agrees to release International Builders Supply from any liability for the defect claim.

-Improper Installation

-Damages resulting from abuse including, but not limited to burns, cuts, scratches and stains

-Consumers should be aware that colors may vary from samples and printed materials to actual production

-Any installation that does not expressly follow installation instructions or is not first expressly approved by International Builders Supply in writing prior to installation.

This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of International Builders Supply, or any other person, is authorized to assume for International Builders Supply and additional liability or responsibility in connection with International Builders Supply products.

NOTE: At no time shall International Builders Supply be liable or responsible for incidental, consequential, indirect loss, damage, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.