



## WALL COVERINGS MANUFACTURER'S WARRANTY

All DELIVERING NATURE wall coverings are covered by a *LIFETIME STRUCTURAL WARRANTY*.

We certify that each product is free from manufacturing and structural defects and will remain free of these defects for the entire expected life of the product.

### **WARRANTY TERMS AND CONDITIONS**

The assertion of warranty claims is subject to compliance with the following terms and conditions:

- The warranty is valid from the date of purchase as shown on the customer's invoice.
- The warranty applies only to the original user and covers only approved product applications.
- The warranty applies to wall coverings used exclusively in interior residential and commercial applications, excluding wet or damp areas such as bathrooms or saunas.
- The warranty is only valid if proper installation, cleaning and maintenance procedures are followed.

### **EXCLUSIONS**

The following are expressly excluded from the present warranty:

- Defects, which are not related to the manufacturing process.
- Defects or damage caused by transportation.
- Expanding and contracting of the wall tiles/panels.
- Defects or damage caused by installation that does not comply with the recommended installation procedures. Any failure, as a result of improper installation, is the sole responsibility of the contractor and/or installer.
- Deficient or inadequate support (wall).
- Inadequate product choice for the flooring use conditions.
- Labour on material installed with obvious and detectable visual defects.
- Dissatisfaction in colour, shade or texture variations from samples, batch, exposure to sunlight or replacement.
- Damage due to improper or not recommended care, maintenance or refurbishment.
- Unapproved modification or repair.
- Damage due to exposure to excessive heat, cold, moisture or dryness (more than 70% or less than 30% R.H.).
- Problems due to moisture, mildew or chemical substances.
- Damage due to stains or marks caused by tires, rubber-backed mats or staining floor protectors.
- Damage due to stains, scratches, gouges, scuffs, punctures, tears, fading, indentations, burns, improper storage, insect infestation or other incident such as fire, flood (also leaky plumbing, overflowing of sinks or similar water damage) or abuse.
- Accidents, abuse, misuse or force majeure.

### **HOW TO MAKE A CLAIM**

Notify the retailer who sold the material within 30 days of occurrence, in writing. You must supply proof of purchase.

Include the product name, quantity involved and installation costs (if applicable).

Once the retailer verifies the claim, he will then notify a GRANORTE's distributor and, if necessary, an inspection will be arranged.

### **WARRANTY COVERAGE**

This warranty is effective in addition to the statutory warranty and all other rights the buyer is provided with by law, including the rights of the buyer with regard to the seller.

If, unexpectedly, a defect is verified, GRANORTE's distributor will arrange for the repair, refinish or replacement of the defective product; if the wall covering needs to be replaced, the replacement material will be the same design and coloration as the original. If the original wall covering is no longer available, then other product of equal value will be supplied. GRANORTE will repair or replace a wall covering one time during the life of its warranty.

GRANORTE excludes and will not pay consequential damages under this warranty. Repair or replacement of the material is the sole remedy.



DELIVERING NATURE

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This warranty includes the replacement of the defective wall tiles and/or the cost of labour, according to the table below.

WARRANTY PERIOD	WARRANTY COVERAGE
> 0 – 2 Years	100% Wall Products + Replacing costs
> 2 – 4 Years	75% Wall Products
> 4 – 10 Years	40% Wall Products
> 10 – 20 Years	20% Wall Products

### ***DISCLAIMER OF OTHER WARRANTIES AND LIMITATION OF LIABILITY***

This is a limited Warranty. Product lifetime is considered 20 years. Except as set forth herein, we make no warranties regarding the product and we exclude and disclaim, to the extent permitted by applicable law, any and all implied warranties with respect to the product, including, without limitation, any implied warranty of merchantability, fitness for a particular purpose, satisfactory quality and/or correspondence with description.

Other than expressly provided herein, under no circumstances shall we be liable to the end-user, purchaser or any third party for special, indirect, incidental or consequential damages of any kind, arising out of any defect in our product.