



LIMITED LIFETIME WARRANTY

Detailed information at www.iwttesoro.com

International Wholesale Tile, LLC. ("The Company") warrants that its products are first quality and are manufactured according to industry standards and meet or exceed these specifications. When installed and maintained properly, products will perform as such for the life of this warranty. The Company warrants that it purchases products that are first choice quality and therefore required to be free of manufacturing defects. The material must be inspected prior to installation. Any material that appears to be defective should not be installed. The Company will not be responsible for or consider any claim for material installed with visual defects. Installation constitutes acceptance.

WARRANTY COVERAGE OVERVIEW

- The Company warrants that all of its products are of first quality and are required to be free of manufacturing defects.
- All products meet or exceed industry manufacturing standards.
- The Company warrants that should the product, properly installed according to manufacturer's requirements in a residential setting under normal residential traffic conditions, wear-through*, they will replace the affected material that is the closest in shade, style and size of the original material.
 - *Wear-through is defined as loss of surface finish, to the point that the body of the product shows through, due to normal household use.
 - This replacement will include furnished material only and not labor.
- This warranty only applies to the original purchase and installation site and are not transferable.
- The company reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim.
- For warranty to be considered, proof of purchase, proof of use, proof of ownership and proof of unused full pieces of product from the installation must be provided. Warranty registration required within (1) year of purchase.

TESORO PORCELAIN & CERAMIC

The Company warrants its premium Porcelain & Ceramic tile not to wear through to the body of the tile or any other latent defect determined to be in the material, provided that the material was installed in accordance with the manufacturer's requirements, and, will perform as intended when installed residentially and in accordance with appropriate ANSI specifications and standard industry practices by competent professional licensed installers. Installation constitutes acceptance.

EXCLUSIONS:

- Scratches are not considered wear on polished tile.
- Stairs, steps, areas subject to any type of wheeled or vehicular traffic.
- Cracking or loss of bond due to movement, shrinkage, or moisture in the substrate.
- Structural failure or for workmanship not in accordance with the manufacturer's instructions and standard industry practice guidelines, nor is International Wholesale Tile, LLC. liable for losses due to delay or any other consequential damages.
- Optical hazing
- Commercial and rental property use is excluded.
- Setting material failure is not covered under this warranty.
- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.

Porcelain and Ceramic Maintenance Care Guide: www.internationalwholesaletile.com/care---maintenance.html

AQUATICA POOL & SPA | TESORO DECORATIVE GLASS

The Aquatica Pool & Spa Tile and Tesoro Decorative Glass Collection glass mosaics will perform as intended when installed in accordance with the appropriate ANSI specifications and standard industry practices by competent licensed professional installers. All sizes stated are nominal as per industry standard. Installation constitutes acceptance.

EXCLUSIONS:

- This warranty excludes chips, scratches and cracking due to substrate movement, shrinkage, moisture or failure due to poor workmanship or a lack of properly-placed perimeter and/or movement joints not consistent with standard industry practices and guidelines.
- Warranty is null in void if proper installation guidelines are not followed and/or material is not properly maintained.
- Commercial and rental property use is excluded.
- Setting material failure is not covered under this warranty.
- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.

PIETRA ANTICA & METROPOLITAN NATURAL STONE

The Company warrants that properly installed natural stone composite that are maintained, cared for and restored periodically for a lifetime, (noting the expected exclusions listed which should be anticipated) and cared for as needed. All stone should be inspected piece by piece and dry-laid in proper lighting prior to installation. Use constitutes acceptance. Please refer to proration of warranty period.

TRAVERTINE FILL (EPOXY & CEMENT)

The Company warrants that properly installed natural stone composite that are maintained, cared for and restored periodically for a lifetime, (noting the expected exclusions listed which should be anticipated) and cared for as needed. All stone should be inspected piece by piece and dry-laid in proper lighting prior to installation. Use constitutes acceptance.

MARBLE & LIMESTONE

It is common in some marbles and limestones (Crema Marfil for example) for a resin to be used to fill naturally occurring fissures, veins and voids. In time this resin may come loose or fracture or lose its finish, this is normal and can be repaired by a qualified stone refinishing contractor.

STONE FINISH

It is common for the finish on the surface of the stone to show wear patterns and dull over time. This is common and is considered part of the regular maintenance of a stone floor. As the finish deteriorates, refinishing should be performed by a qualified contractor in regular intervals, contact the Natural Stone Institute of America for more information.

Natural Stone Maintenance Care Guide: www.naturalstoneinstitute.org/consumers/

EXCLUSIONS:

- Installation related issues including but not limited to lippage, bond failure, grout failure, scuffing/etching/breaking due to negligence, staining due to negligence or failure to pre-seal natural stone, improper layouts, anything beyond the scope of the composition of the natural stone.
- Cracking and/or voids due to the implosion of naturally occurring veins above and/or below the surface of the installation related issues including but not limited to lippage, bond failure, grout failure, scuffing/etching/breaking due to negligence, staining due to negligence or failure to pre-seal natural stone improper layouts, anything beyond the scope of the composition of the natural stone.
- Chipping and small breaks around the perimeter of natural stone products is completely normal and expected over time. These small breaks can be repaired with grout or resin by a qualified contractor along with other periodic maintenance.
- Discoloration due to natural element exposure, is a normal occurrence with natural stone products and can vary from small spots of color to complete color changes in certain stones. This is a natural phenomenon due to interactions of certain natural elements in the stone and the exposure to environmental elements introduced through a variety of different means (including but not limited to cleaners, foot traffic, moisture intrusion, ground minerals, etc.)
- Moisture intrusion and darkening of light colored stones. This is generally a temporary occurrence during the initial curing stage of the stone installation and again when the stone is exposed to moisture. The re-occurrence post-cure can be partially mitigated by applying a penetrating sealer periodically.
- Damage to the stone via substrate movement settlement and cracking.
- Damage related to wear and tear, accidental implosion, pressure related breaks, weight related breaks.
- Naturally occurring shearing in sedimentary formed stones (Travertine, Marble, Limestone, Onyx).
- Issues involving and related to grouts, adhesives, underlayment, sealers, surfaces applications and cleaners.
- Staining is a common occurrence with natural stone products. This can be minimized and partially prevented by sealing the stone with a penetrating or enhancing sealer in periodic intervals, contact the Natural Stone Institute of America for more information.
- Etching due to acid and harsh chemical exposure.
- Commercial and rental property use is excluded.
- Setting material failure is not covered under this warranty.
- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.

LUXURY ENGINEERED PLANKS AND TILE

The Company warrants that the finish layer of engineered vinyl will not wear through. 'Wear Through' is defined as surface that has been worn to such an extent as to expose and damage the core material. This 'Wear Through' must be present in over 5% of the total installation. Each piece must be visually inspected with good lighting before installation. Installation constitutes acceptance.

EXCLUSIONS:

- Products that were determined to be defective or damaged resulting from improper installation will not constitute a valid claim under this Limited Warranty.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects. • Exterior applications.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Defects caused by extended exposure to UV light.
- Noncompliance with installation instructions and maintenance guidelines as recommended by TP Brands.
- Floor covering installed in inappropriate locations or installed using inappropriate methods.
- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.
- Warranty covers owner occupied residential use only. Please see www.iwttesororo.com for details on our Luxury Stone Core Collection Limited Commercial Warranty.

SPC Maintenance Care Guide: <http://featherlodge.com/resources/care-cleaning-guide/>

PRORATION OF WARRANTY PERIOD

The Limited Lifetime Warranty period is prorated for replacement of material or credit according to a set formula as follows:

| Year | Proration |
|-------|-----------|
| 1-5 | 100% |
| 6-11 | 80% |
| 12-19 | 50% |
| 20+ | 20% |

ALL PRODUCTS SOLD ARE COVERED ONLY BY THIS LIMITED LIFETIME WARRANTY. THE COMPANY HEREBY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY, ANY AND ALL IMPLIED WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING OR USAGE OF TRADE, AS WELL AS THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

DAMAGE OF ANY KIND IS NOT CONSIDERED WEAR, AND NOT COVERED BY THIS WARRANTY.

Detailed information at www.iwttesororo.com

AS IS

Any product sold second choice, close-out, discontinued or in "as-is" condition with no returns is not covered by this warranty.

In the event of a complaint, the product is to be inspected by a professional, independent third-party inspection service who will determine if the warranty applies.

WARRANTY REGISTRATION - Remove and return to the address below, Attn: Customer Service or submit online at iwttesororo.com.

Name _____ Date of Purchase _____ Address: _____ City, State, Zip: _____
 Date of Installation: _____ Installers Contractor License Number _____ Licensed Installation Contractor: _____
 Installer's License Issued by: _____ Store Name: _____ Store Address: _____
 Style(s) Name: _____ Color(s) Tile: _____
 Sq. Feet Installed: _____

