



10 Year Tile Guarantee

Effective from 1 December 2023

Tile Warehouse is New Zealand's tile industry expert and we stand by our product so you can feel confident about your purchase decisions.

- **Tile Warehouse offers** a guarantee on our tiles for a period of 10 years from date of purchase when installed in accordance with good tiling practice.

Tile Warehouse only imports first quality tile from reputable manufacturers.

- Please ensure the tiles you select have the correct technical characteristics including the **PEI rating** for the area being laid.
- **Installation:** The goods must be installed in accordance with best tiling practice, manufacturer's directions, guidelines and relevant New Zealand building standards. We take no responsibility for product failure caused by non-observance of any such directions and standards.
- Please be aware that tile installation and laying constitutes **aesthetic acceptance of the goods**. Any claims once tiles are fixed cannot be accepted.
- Our **guarantee** becomes null and void if the tiles are installed onto an unsuitable substrate or in a location or manner that contributes to a tiling failure. Please also take special care in selecting the correct tile for areas subject to frost, salt, water and slip resistance.
- When selecting **frost-resistant** tiles; in an area subject to heavy frost, the guarantee becomes null and void if the Butynol/or similar water-proofing retains a significant amount of water underneath the laid tiles.
- **Tile laying:** We do not cover responsibility for the installation work whether or not we may have referred a tradesperson to you.
- This guarantee **covers fair wear and tear** only and does not extend to severe or harsh wear, impact or conditions.

Tile with Confidence knowing you have purchased first quality tiles.

NB: New Zealand Consumer Guarantees Act 1993: The Consumer Guarantee Act sets out minimum standards for goods sold in New Zealand. In the event that goods sold are not of good quality or are faulty, the customer has the right to a repair, replacement or a refund.

