



## Product Warranty

WS Tiles ensures all our products are high quality. We carry out checks at multiple stages throughout the manufacturing process (including stress, heat, cut and visual checks/tests), upon receipt at our US Distribution Facility and before sale/shipping to customers.

Any products that fail checks or inspections at any stage are discarded.

Our products are stored in a suitable environment. Products that have a mesh-backing need to be stored in a low humidity environment so that the glue used to adhere the mesh to the tile does not become moist. Products that are packed with individual cardboard protective backing need to be stored in a low humidity environment to prevent the cardboard degrading and potentially staining the back of the tile.

Once products leave our storage facility, we guarantee their condition for 30 days **if stored in an appropriate inside area** (garage, shed, warehouse, domestic property – covered outdoor areas are not included). If incorrectly stored the glue on the mesh backing or the cardboard protective material may be compromised. **If the tiles are stored outside and/or are rained on**, our warranty is automatically voided.

We cannot be held liable for damage during shipping. All tiles are packed to required standards for shipping. If your product is damaged upon receipt, you must report it to us within 5 days of receipt so that we can file a claim with the shipping company and replace the damaged product. We cannot guarantee stock availability for replacement orders.

We cannot be held liable, and we will not replace tile, that is shipped via Express services (FedEx Express, UPS Express, USPS Priority Mail). If you choose to have your tile delivered via an Express service, you forfeit your right to replacements.

We recommend that our products are installed as soon as possible upon receipt to avoid any potential issues.

Once installed, our products are expected to last a lifetime, but we cannot guarantee this and we will not be held liable for damage or defects due to poor installation; general wear, tear and mis-use; or natural/unnatural disaster.

We recommend installation is **always** completed by a professional certified installer who follows industry standard installation guidance. We cannot be held liable for the following:

- Poor installation methods (including but not limited to cutting);
- Poor installation materials/tools (including but not limited to cutting tools);
- Poor preparation of installation areas (including but not limited to not using appropriate preparation methods for wet areas);
- Installation in unsuitable areas;
- Installation of PEI Rating 0 (wall tile only) tiles on floors;
- Installation completed by a non-certified installer;
- Any other errors made during installation;
- Any other mis-use of the tile.



All products have integrity and stress checks carried out during manufacturing and are expected to last a lifetime when installed correctly. If there are any issues post-installation, please seek advice from your installer.

Every batch of product has random cut testing completed at our manufacturing facility. All products are designed to be cut with a wet saw and appropriate tile blade for the material the tile is made from. For glass and metallic products, a diamond blade must be used. We are not liable for issues during cutting, as all product batches have passed cut testing using the tile specific appropriate equipment.

Each order shipped will contain tiles from the same dye lot, but we cannot guarantee that subsequent orders will be from the same dye lot; as such we cannot guarantee that the color of each order will match exactly.

While our tiles are advertised according to North American standard measurements (inches), the tiles are physically cut to International standard measurements (millimeters). Example size conversions include and are not limited to the following:

50mm = 2"  
75mm = 3"  
100mm = 4"  
150mm = 6"  
300mm = 12"

The use of automated machine cutting technology ensures that the size of tiles is within the industry standard 4mm margin. This means, for example, a tile with a length of 600mm will have a range of 598mm to 602mm. Variations within this limitation are not considered manufacturing defects and professional installers are qualified to mitigate these variations.

**WS Tiles Product Warranty – v1.2.7(c) – Mar 2020**