

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. Any damage to the product upon receipt is due to damage during shipping.

Our products are stored in a suitable low humidity environment.

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 the panels are incorrectly stored or stored outside and/or are rained on, **our warranty is automatically voided.**

We cannot be held liable for damage during shipping. All panels 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 for, and we will not replace panels, that are shipped via Express services (FedEx Express, UPS Express, USPS Priority Mail). If you choose to have your panels 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);
- Installation in unsuitable areas;
- Installation on floors;
- Installation completed by a non-certified installer;
- Any other errors made during installation;
- Any other mis-use of the panels.

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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 appropriate tools. We are not liable for issues during cutting, as all product batches have passed cut testing using the specific appropriate equipment.

We provide samples so that you can see our products in-person before purchase. These samples are swatch samples for color matching purposes. Electronic display screens have individual settings that may result in the color on photos looking different to the color of the product in-person. Ambient lighting also influences color, so colors may look different in a dark room compared to a light room.

Each order shipped will contain panels 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/pattern of each order will match exactly.

While our products are advertised according to North American standard measurements (inches), the products are physically cut to International standard measurements (millimeters). As such, the sizes may be rounded up/down to the closest 0.5".

The use of automated machine cutting technology ensures that the size of panels is within the industry standard 6mm margin. This means, for example, a panel with a length of 600mm will have a range of 597mm to 603mm. Variations within this limitation are not considered manufacturing defects and professional installers are qualified to mitigate these variations.