

## THE FLOW COLLECTION WARRANTY

### CLICFIT™ TILE LIMITED WARRANTY FOR MANUFACTURED FLOOR TILE

Dal-Tile warrants that its floor tile products with ClicFit™ Technology will be free from manufacturing defects or defects in materials and/or workmanship in accordance with the terms of this Limited Warranty during the stated Warranty Period. The “Warranty Period” shall mean the following:

<b>Residential Applications:</b>	<b>Limited Lifetime</b>
<b>Light Commercial Applications:</b>	<b>1 Year</b>

The Limited Lifetime Residential Warranty is limited to the original purchaser of the products and is non-transferable.

“Defect” is a product quality issue that exists at the date of manufacture that results in a failure of the product to perform to Dal-Tile specifications within industry standards as stated in ANSI 137.1-2019.

### WARRANTY EXCLUSIONS

Failure to install click floor tile using both the recommended 1.5mm underlayment with a compression strength greater than 65 psi and urethane pre-mixed flexible grout approved for use on click floor tile with ClicFit™ Technology in accordance with installation instructions provided by Dal-Tile will void the warranty.

Damage to the tile caused by customer misuse, including negligence, physical abuse, improper installation, improper maintenance, or chemical abuse is not covered by this warranty. Installation defects and setting materials defects are also not covered by this warranty. This tile is intended for interior floor applications only. Installations other than interior floor installations will void this warranty. Local building codes may dictate minimum tile performance specifications. Dal-Tile does not warrant product installations that violate building codes.

Since there are variations in all fired ceramic and natural products, tile and trim supplied for a particular installation may not match samples. Final confirmation should be made from actual tiles and trim prior to installation. All installed products are deemed to be inspected prior to installation and no adjustments or warranty claims for visual defects will be allowed after installation.

Tile is subject to variation in technical specifications, including DCOF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface and may require additional cleaning to remove contaminants from the surface.

All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. This Limited Warranty is the sole warranty extended and replaces any statutory warranties to the maximum extent allowable by law.

#### **IMPLIED WARRANTIES LIMITED IN DURATION**

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.** Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

#### **REMEDY LIMITATION & DISCLAIMER**

This Dal-Tile Limited Warranty is pro-rata from the date of purchase and is limited to replacement or repair of the defective product. A pro-rata warranty is one that provides for a refund or credit that decreases according to a set formula as the Warranty Period progresses. The original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the warranty period. For the Residential Limited Warranty, the warranty period is considered 33 years. If a defect in materials or workmanship is discovered within the Warranty Period, Dal-Tile, in its discretion, will either refund the pro-rata price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. By this we mean that Dal-Tile will not credit or pay for any loss, expense or damage other than to the tile itself that may result from a manufacturing-related defect in the tile. Some examples of consequential or incidental damages are: replacement of subfloors, trim moldings, living/relocation expenses, disconnecting/reconnecting appliances, or moving of furniture. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. All other rights are governed by the state law in which the product was purchased and may vary from state to state.

Dal-Tile disclaims all express warranties not contained in this Limited Warranty. Any representations made in connection with the sale of this product that differ from the terms of this Limited Warranty are not valid and should be brought to the attention of Dal-Tile immediately. This warranty only applies to manufactured first quality products. "Seconds" are sold as-is. This Limited Warranty is applicable to purchases after the warranty effective date below.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

#### **To Make A Claim:**

Register your product for warranty at [daltilewarranty.com](http://daltilewarranty.com). Please retain proof of purchase for Locking Porcelain Tile product with ClicFit™ Technology, Qualified Underlayment and Qualified Grout in the case a claim submission is necessary during the life of your product.

1. The purchaser must notify a Dal-Tile Sales Service Center or an authorized Dal-Tile representative in writing within 30 days of the discovery of any defect.

2. After notification, Dal-Tile or an authorized representative will inspect and/or test the product for defect and complete a Product Claim Action form. No claim will be honored without product inspection by Dal-Tile or an authorized representative.

3. Upon determination that the product defect claim is valid, Dal-Tile will notify the purchaser in writing. Dal-Tile reserves the right to repair, replace or refund the originally-purchased product, at its sole discretion.

Warranty Effective Date: December 2, 2019

For more product-specific information on product content, please obtain an SDS at [DalTile.com](http://DalTile.com) or contact Dal-Tile at 1-800-933- TILE.