



Expertise from the floor up



Homestar Residential Tile Warranty

The supplier warrants that the tiles supplied are free of any structural or manufacturing defects for a period of five years from the date of installation when specified, installed and maintained in accordance with the manufacturer's recommendations, and subject to the following terms and conditions:

Exclusions

This warranty is only valid for the original purchaser and does not cover damage caused by:

- Poor installation, irregularities or movements in the sub-floor or substrate
- Improper or infrequent cleaning, or improper cleaning agents or methods
- Inadequate protection to prevent the ingress of dirt from external sources
- Abnormal point loading pressure and/or inadequate or unstable substrate
- Abnormal use or damage from dragging furniture, sharp objects, fire, floods or other such accidents
- Indelible staining from tar, grease, dyes, waxes, inks, etc
- Exposure to excessive sunlight, temperature, moisture or humidity

Due to the manufacturing process, there may be variations between the sample and the delivered product which is not considered to be a defect. The installer is required to verify quality, batch and colour match before installation and due to the

difficulty in replacement, is deemed to have accepted the product quality once installed.

All slip resistant tiles will wear over time with foot traffic and cleaning, resulting in a lower level of slip resistance from the day of installation. In slip resistant areas the correct maintenance process is critical.

Claims

Any claims under this warranty must be made in writing within the warranty period and be accompanied by proof of purchase and evidence of the fault. Any such claims will be paid on a pro-rata basis taking into account the number of years of satisfactory product performance, and fair wear and tear.

The supplier's obligations under this warranty are limited to repairing, replacing or refunding any products which in their opinion are defective. The supplier shall not be liable for any installation costs, special, incidental, indirect or consequential loss or damage which may result from or relate to any claim.

Proper planning and substrate preparation, combined with accurate cutting and the use of the correct fixing products will enhance the finished appearance and long-term performance of your tiles.

For further advice and detailed installation instructions, consult our experienced staff. "BRANZ Good Tiling Practice" is an excellent reference.

For maintenance information refer to www.jacobsens.co.nz.

