



# Shaw Limited Ceramics™ and Porcelain Flooring: Residential Warranty

The following is the limited warranty issued by Shaw Industries Group, Inc. ("Shaw") for Shaw Ceramics and Porcelain tile products. Shaw warrants that its first quality ceramics and porcelain tile products are manufactured according to ANSI A137.1-1988 and meet or exceed these requirements.

## **What the Shaw Ceramics™ and Porcelain Flooring Limited Warranty Covers:**

This ceramics and porcelain tile product has been manufactured in accordance with industry standards and is manufactured to last a lifetime with proper care and maintenance. All first quality tile from Shaw is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products used in residential applications only for as long as the original purchaser owns and resides in the home where the product was installed.

## **What you should do if you find that there is a defect in the quality and you need warranty service:**

- You (the original purchaser) should notify the authorized Shaw Flooring dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
- You (the original retail purchaser) must present to your authorized Shaw Flooring dealer the following items for a warranty claim to be considered:
  - ⌚ A valid proof of purchase in the form of a sales receipt or other documents which establishes proof of purchase.
  - ⌚ A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

## **What Shaw will do should you need warranty service:**

Should a defect covered under this warranty be found, Shaw will authorize the affected area to be repaired to conform to the warranty. Shaw will provide tile for replacement or repair of the affected area, at its option.

Due to inherent variations associated with quarried stone and naturally fired tile products, color and texture variations from samples should be expected. Prior to installation, tile should be approved by customer. No claims for shade or texture will be honored after installation.

If professionally installed, and the defect was not visible before or during installation, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first year warranty period from the date of original purchase. In the event that the color installed is no longer available, Shaw will authorize your dealer to replace the affected floor with another Shaw product of equal value. The above described remedy is the purchaser's sole and exclusive resolution for claims under this limited warranty.



**Each Limited Shaw Ceramics and Porcelain Flooring Warranty is subject to the following conditions:**

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Shaw Ceramics and Porcelain Flooring is visible. The flooring must be installed in accordance with Shaw's recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- ⌚ Accidents, abuse or misuse
- ⌚ Exposure to extreme heat
- ⌚ Scratch, impact or cutting
- ⌚ Improper installation
- ⌚ Improper care and maintenance
- ⌚ Freight
- ⌚ Modification, alterations, repair or service by a non authorized floor covering dealer
- ⌚ Problems caused by structural movement/deficiencies in the base of subfloor

## **Shaw Ceramics™ and Porcelain Flooring**

**Please Note:**

**Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State. This warranty is effective for all shipments after August 1, 2008.**