

MANUFACTURER WARRANTY: UMORE COLLECTION



The UMORE Collection warranty covers only products distributed by UMORE Collection as outlined below and is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees of standard grade (first quality) products only.

Products are guaranteed to be reasonably free of manufacturing defects in material and / or craftsmanship as per American National Standard Specifications ANSI A137.1 standard for ceramic tile, and ANSI 137.2 standard for glass tile. Shade variation is not a manufacturing defect.

Products are guaranteed to meet or exceed the minimum standard specifications required at the time of production of the tiles. This warranty does not cover damage from misuse, abuse, negligence or faulty / defective installations or for failure to properly maintain and care for products.

Any articles claimed as “defective” must be returned for inspection upon request. If your product should prove to be defective within the warranty period, UMORE Collection may, at its option, repair or replace the defective product piece(s) with a like product as it deems fit (installation not included), provided notice is given and acknowledged prior to installation.

UMORE Collection is not liable for any shipping / transportation costs, labor costs for the removal of existing product and / or installation of replacement product, no form of labor is covered under this product warranty. UMORE Collection shall not be responsible or liable in contract or tort for any special, indirect or consequential damages, for loss of use, or for injury or damage caused to persons or property.

DISCLAIMER

The Manufacturer of UMORE Collection product offers no warranties, express or implied, other than those set forth in this warranty statement.

Product samples and visuals at dealers, retails or online are for general reference only. Due to the natural variances of raw ingredients and the production process, tile is subject to variations in color / tone, veining and technical specifications such as DCOF and moisture absorption.

All tiles should be inspected by the purchaser before installation with any visual defects reported at that time.

UMORE Collection shall not be made liability on any claim made by anyone exceeding the purchase price paid for the product.

All warranty claims must be reported within 15 days of ‘defect’ discovery for investigation; failure to report immediately voids this warranty.

UMORE Collection reserves the right to update or modify this Warranty Statement at any time without prior notice.

FIVE YEAR RESIDENTIAL LIMITED WARRANTY

The Manufacturer of UMORE Collection product warrants the original purchaser that products are guaranteed to be reasonably free of manufacturing defects in material and / or craftsmanship as per industry standards at the time of production for a period of five years. Should any product prove to be defective within the warranty period, UMORE Collection will repair or replace the defective piece(s) with a like product of equivalent value or refund the purchase price at our discretion. Labor costs for installation, removal of existing product and installation of replacement product is not included. Shade match of any replacement product to that being replaced cannot be guaranteed. This warranty is non-transferable.

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ONE YEAR COMMERCIAL LIMITED WARRANTY

The Manufacturer of UMORE Collection product warrants products to be reasonably free of manufacturing defects in material and / or craftsmanship as per industry standards at the time of production for a period of one year from the date of installation of the product. Due to lack of control of the surrounding environmental conditions, installation processes and structural schematics, UMORE Collection cannot accept responsibility for the performance of our products after they are installed. However, should any product prove to have a manufacturing defective within the warranty period, UMORE Collection will repair or replace the defective piece(s) with a like product of equivalent value or refund the purchase price at our discretion. Labor costs for installation, removal of existing product and installation of replacement product is not included. Shade match of any replacement product to that being replaced cannot be guaranteed. This warranty is non-transferable.

UMORE Collection defines a commercial application as one taking place in any structure, other than a primary residence / dwelling, occupied by the owner of the tile.

FILING A WARRANTY CLAIM:

In the unlikely event of a claim, please notify the original point of purchase. Be prepared to describe the specific problem, provide photos of the product & carton labels and include a copy of your invoice / proof of purchase upon request. The necessary steps to ensure the claim is looked after should come from the establishment at which the original point of purchase took place.

If advised by the dealer / original point of purchase, you may contact UMORE Collection directly for warranty issues as per the following process:

- 1.The original purchaser must notify UMORE Collection in writing within 15 days of the occurrence of any 'defect' discovery and provide proof of purchase, images of the claimed defect, product carton labels and a completed Product Warranty Claim Form including a detailed description of the suspected defect.
- 2.Once notified, UMORE Collection will determine next steps for inspection and may require additional images showing the claimed defect or for the return of the product claimed to be defective for inspection/ testing. Failure to produce the requested information or the physical product for inspection if required will render this warranty void in its entirety.
- 3.If a product is deemed defective, UMORE Collection will notify the purchaser in writing and will advise as to the warranty solution at such time. As outlined in the warranty statement, UMORE Collection reserves the right to repair, replace with a like product or refund the purchase price of the product.

IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, THEN ANY AND ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY TO THE EXTENT ALLOWED BY APPLICABLE LAW. SOME JURISDICTIONS DO NOT ALLOW EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXCLUSIONS OR LIMITATIONS OF IMPLIED WARRANTIES, THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION – SUCH AS IN CALIFORNIA THE APPLICABLE WARRANTY PERIOD MAY BEGIN ON THE DATE OF DELIVERY.