

Casabella Floors Warranty

Casabella Floors Products Limited Warranty

The Casabella Floors warranty covers only products distributed by Casabella Floors as outlined below and applies only to the original purchase 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. Natural stone products are guaranteed to meet or exceed the guidelines established by the Marble Institute of America. Shade variation is not a manufacturing defect.

Natural stone products are quarried and cut from natural material formations in the earth and inherently have variations that are part of the stones natural characteristics. No two pieces are alike. These products are simply dimensionally sized and surface finished via a factory process. Raw materials are not factory made, as such, Casabella Floors does not warrant stone products for any natural variances that may occur, including but not limited to: colour tone / shade, irregular markings, voids, pitting, veins, and difference in density causing sheen variations, cleft variations, surface characteristic variations. Materials with natural clefts are subject to caliber variances, these variances are not considered defects.

With normal wear, cracks and voids may appear; these characteristics are part of the natural beauty of the stone and will not impair the function or wearing qualities of the material and do not constitute a warranty issue.

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. Changes in tone

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of natural stone may occur over time and are not covered under the product warranty as these are natural occurrences.

Any articles claimed as “defective” must be returned for inspection upon request. If your product should prove to be defective within the warranty period, Casabella Floors 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.

Casabella Floors is not liable for any shipping / transportation costs, labour costs for the removal of existing product and / or installation of replacement product, no form of labour is covered under this product warranty. Casabella Floors 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:

Casabella Floors offers no warranties, express or implied, other than those set forth in this warranty statement.

Product samples and visuals at dealers, retailers or online are for general reference only. Due to the natural variances of raw ingredients and the production process, tile and stone are subject to variations in colour / tone, veining and technical specifications such as C.O.F. and moisture absorption.

Casabella Floors 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.

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

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Five Year Residential Limited Warranty

Casabella Floors 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, Casabella Floors will repair or replace the defective piece(s) with a like product of equivalent value or refund the purchase price at our discretion. Labour 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.

One Year Commercial Limited Warranty

Casabella Floors 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, Anatolia 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, Casabella Floors will repair or replace the defective piece(s) with a like product of equivalent value or refund the purchase price at our discretion. Labour 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.

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

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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 Casabella Floors directly for warranty issues as per the following process:

1. The original purchaser must notify Casabella Floors 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, Casabella Floors 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, Casabella Floors will notify the purchaser in writing and will advise as to the warranty solution at such time. As outlined in the warranty statement, Casabella Floors reserves the right to repair, replace with a like product or refund the purchase price of the product.