Warranty Statement #62024011

1. Warranty Period

Fliese Imports Pty. Ltd. “the manufacturer” warrants that its products will be free from manufacturing defects and will perform as intended under normal use for a period of Seven (7) years from the date of purchase, provided the products are stored, handled, and installed in accordance with applicable technical data sheets, written instructions, and accepted industry standards.

2. Conditions of Use

This warranty applies only when products are used within their shelf life and installation complies with manufacturer instructions, Australian Standards, industry guidelines and building codes. All work to be performed by suitably qualified professionals. Substrates and site conditions must meet industry standards. Failure to comply with these requirements may render the warranty void.

3. Remedies

If a product is proven to be defective, the manufacturer’s obligation is limited, at its discretion, to:

- Replacement of the defective product, or
- Refund of the original purchase price

In some cases, reasonable labour and replacement of directly affected finishes may be considered, limited to the affected area only to the nearest square metre.

5. Exclusions

This warranty does not cover:

- Improper installation or workmanship
- Structural movement, substrate failure, or site conditions
- Misuse, modification, or abnormal use
- Normal wear and tear, efflorescence, or aesthetic variations
- Damage caused by external events beyond reasonable control

The manufacturer is not responsible for indirect, incidental, or consequential damages, including loss of profits, delays, or other economic loss.

6. Claim Procedure

To make a claim: Fliese Imports Pty. Ltd must be notified with in seven (7) days of discovering the defect. Proof of purchase and relevant documentation must be provided. It is required we (Fliese Imports Pty Ltd.) allowed access for inspection and testing before any repair work is undertake, Failure to follow the claims process will void the warranty.

7. Limitations

This warranty is:

- Non-transferable unless otherwise stated
- Limited to the original purchaser or project owner
- Exclusive and in place of all other express warranties, except where prohibited by law

Nothing in this warranty excludes or limits rights available under applicable consumer protection laws.

8. General Provisions

The manufacturer reserves the right to inspect, test, and evaluate any claim and may require compliance with maintenance and documentation requirements. Use of products in combination with non-approved systems or deviation from written specifications may void this warranty.