



QUALITY ASSURANCE

Stoneworld guarantees for 10 years that all first quality tiles we supply will be repaired or replaced when the product is proven and acknowledged to be faulty.

This assurance begins from the date of purchase and does not cover chips or defects that are the result of misuse or abuse and excessive wear and tear. Tiles must be installed in accordance with AS3958.1.

Tiles will not be considered defective if they meet the accepted Australian standards or industry standards.

PLEASE CHECK TILES ON RECEIPT AND BEFORE LAYING

READ THE FOLLOWING BEFORE LAYING TILES

Stoneworld will only warrant and limit to replace with a comparable product, any product which fails to meet current Australian Standards requirements. It is Stoneworld's policy not to accept any claims for reimbursement, replacement or repair after the tiles have been laid, if that claim relates to tile defects such as: size, shade and finish variation, or any fault which should have been checked prior to these tiles being installed. It is industry expectation that the tiler, builder or home owner is responsible for checking these tiles before laying them. Any concern or noticeable fault should be reported straight away and no installation work to be commenced.

Please Note: The Australian Standards state that a minimum of 95% of these tiles shall be free from visible defects that would impair the appearance of a major area of the tiles (5% of the tiles may possibly have defects and this is allowable).

It is the responsibility of both the retailer & the end user on receipt of delivery & prior to installation to:

- Check that the correct tiles and Quantity have been delivered.
- Check that the batch is of consistent size, tonality/shade
- Make sure enough tiles of the same batch are available to complete the required area
- If not, order more of the same batch (Tonality/Shade and Size) prior to commencing laying
- Inspect tiles for possible defects
- Choose tiles from several boxes and mix them during the installation to ensure blending
- Once tiles have been laid ensure they are protected from damage by other tradespersons to handover to the owner

No claims will be accepted after tiles have been fixed.
