

LUXORA LIMITED WARRANTY

Daltile® warrants Luxora for defects in material and manufacturing defects, staining and wear in accordance with the terms of this warranty and during the stated period of the warranty. The "period of the warranty" shall mean the following:

Residential (Limited): 5 years | Multifamily (Limited): 5 years | Light Commercial (Limited): 2 years

MANUFACTURING DEFECT

Daltile warrants that during the period of the warranty, its Luxora products as stated in Table 1, will be free from manufacturing defects.

Please complete the following details and keep your proof of purchase and other documentation:

Your Name: _____
Your Number: _____
Your Address: _____
Merchant Name: _____
Merchant Number: _____
Merchant Address: _____
Purchase Date: _____
Product Name: _____
Installation Date: _____

STAINING

Daltile warrants that during the period of the warranty, its Luxora as stated will resist staining. "Stain resistance" is the ability of Luxora to resist permanent stains from common household products, excluding permanent markers, permanent dyes, finishing stains, Soft Scrub, Ajax, Bartenders Keeper, etc. Use of these products will void the warranty, dull the finish of the panels, leaving them vulnerable to stains, mold, mildew, hardwater deposits and soap scum. Exposure to harsh chemicals such as ammonia, bleach, nail polish, polish remover, paint remover, as well as cleaning with hard or sharp objects should also be avoided as they may also cause permanent damage.

OBLIGATIONS OF OWNER

Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

Daltile Luxora products are warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact Customer Service, your retailer or your Daltile sales representative.

1. These warranties apply to Daltile Luxora products (Table 1) when installed and maintained in accordance with our most recent installation and maintenance procedures. The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.
2. These warranties apply only to the original owner and the first installation of the product and are nontransferable. The "original owner" is the person stated as the buyer on the purchase document(s).



Five Year Residential and Multifamily Unit Limited Warranty, visit daltile.com for complete warranty details.



Two Year Commercial Limited Warranty, visit daltile.com for complete warranty details.

GENERAL TERMS AND EXCLUSIONS

Within One Year: If a defect covered by this warranty is reported to Daltile within one year of purchase, Daltile will supply new material of similar color, pattern, and quality to replace the defective material; Daltile will also pay reasonable labor costs if original material was professionally installed.

Within Two Years: If a defect covered by this warranty is reported to Daltile within two years of purchase, Daltile will supply new material of similar color, pattern, and quality to replace the defective material; Daltile will also pay 50% of reasonable labor cost if original material was professionally installed.

After Two Years: If a defect covered by this warranty is reported to Daltile after two years of purchase, and the warranty period is still in effect, Daltile will supply new material of similar color, pattern, and quality to replace the defective material on a prorated basis calculated from the time of invoice to the time of claim.

1. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of Daltile Luxora products. Material installed with visible defects is considered accepted.
2. These warranties do not apply to Daltile Luxora products that have been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes but is not limited to scratching, impact or cutting, damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product.
3. These warranties do not apply to damage from exposure to extreme heat or cold or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products).
4. These warranties do not apply to installations in outdoor areas, 3 season rooms, sunrooms, solariums, porches, garages, or other areas subject to excessive moisture or extremes of temperature.
5. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and no warranty related repairs are excluded from coverage.
6. Substrate defects are not covered under this warranty
7. These warranties do not apply to improper workmanship or installation not in accordance with the manufacturer's installation instructions.
8. Scratch and scuffs are not warranted.

APPLICATION CATEGORIES

Residential – Residential units such as single-family homes, condominium units and other privately owned units

Multifamily – Units of apartments or rental facilities such as student housing, assisted living and apartment complexes.

Light Commercial – Medical facilities, fitness centers, sporting complexes, office buildings, retail and restaurants, etc.

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE— INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED.

By implied warranties Daltile means warranties that the law presumes to have been given by the seller even though they are not set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

Luxora™ Shower Wall Panels & Surrounds are manufactured by
Dal-Tile LLC
7834 C.F. Hawn Freeway
Dallas, TX 75217



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