

Ceragres Luxe Warranty

The logo for Ceràgrès Luxe, featuring the brand name in a white serif font on a dark blue square background.

Ceragres Luxe Porcelain Stoneware

At Ceragres Luxe, we take our tiles very seriously. We endeavour to manufacture the best quality and design tiles, allowing us to confidently guarantee the quality of our tiles. By choosing our global brand, you have selected products crafted from the finest materials and manufactured to the strictest global standards. This warranty is our promise, to protect your purchase and preserve your porcelain stoneware performance for years to come.

Ceragres Luxe warrants that manufactured products will be free from faults and defects in workmanship and materials for 10 years when used in normal residential and 5 years in non-residential commercial structure.

If, within the warranted period tiles that wear excessively or fading is observed post installation then Ceragres Luxe will, at its sole discretion replace or remedy the material that is defective. The decision to replace or remedy is Ceragres Luxe sole discretion and Ceragres Luxe does not guarantee an exact match of the replacement material.

If the product fails to perform as stated in the warranty, Ceragres Luxe reserves the right to have the product inspected by an Ceragres commissioned inspector. Should the product be determined defective, Ceragres reserve the right to replace or remedy the defective area with the same color, design and grade product , if available. If the product is unavailable or discontinued, Ceragres reserve the right to select and supply similar material. Warranty coverage is limited to only replacement of the defective material and covers only the area and the quantity of tiles found defective. Any additional claims for loss of profit, incidental losses, installation, or removal costs due to defective product will not be considered. Failures to follow these procedures may void some or all of the warranty. Please note, that shade variation is not a manufacturing defect.

Ceragres Luxe liability under any theory of liability (whether contract, tort, strict liability, or otherwise) shall be limited to the remedies provided herein.

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

Ceragres Luxe is not liable for any shipping / transportation costs, labour cost for removal of existing product and / or installation of of replacement product, no form of labour is covered under this product warranty, Ceragres shall not be responsible or liable in contract or tort for any special, indirect or consequential damages, for loss of use, or for injur or damage caused to person or property.

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CERÀGRÈS
LUXE

Scope of Warranty

- A. Warranty is provided to the original purchaser, that is the person who purchased the products. It is not transferable.
- B. Improper use or abuse like the damage from mishandling of the product, or damage from physical abuse or chemical exposure to the product and damages from improper care and maintenance.
- C. All warranty claims must be accompanied by proof of purchase and full payment of material.
- D. Where a customer has simply changed their mind.
- E. Tiles that have been laid with obvious defects, damage or blemishes noticeable prior to installation.
- F. Tiles with natural variation in size, shade, colour and texture that are inherent characteristics of tiles.
- G. This warranty does not cover failures due to fabricators/installers not following prescribed industry standards installation procedures.
- H. Ceragres Luxe shall not be made liable on any claim made by anyone exceeding the purchase price paid for the product.

Ten Year Residential Limited Warranty

Ceragres Luxe warrants the original purchaser that the products are guaranteed to be reasonably free of manufacturing defects in material as per industry standards at the time of production for a period of ten years. Should any product prove to be defective within the warranty period, Ceragres Luxe will replace the defective piece(s) or remedy the defective area with the same color, design and grade product, if available. If the product is unavailable or discontinued, Ceragres reserve the right to select and supply similar material. Labour cost for installation, removal of existing product and and installation of replacement product is not included. Shade match of any replacement product to that being replaced cannot be guaranteed. The term residential refers to a primary residence / dwelling, occupied by the owner of the tile. This warranty is non-transferable.

Five Year Commercial Limited Warranty

Ceragres Luxe warrants products are guaranteed to be reasonably free of manufacturing defects in material as per industry standards at the time of production for a period of five years, from the date of sale of the product. Ceragres Luxe cannot accept responsibility for the performance of our products after they are laid. However should any product prove to be defective within the warranty period, Ceragres Luxe will replace the defective piece(s) or remedy the defective area with the same color, design and grade product, if available. If the product is unavailable or discontinued, Ceragres reserve the right to select and supply similar material. Labour cost for installation, removal of existing product and and installation of replacement product is not included. Shade match of any replacement product to that being replaced cannot be guaranteed. Ceragres Luxe defines a commercial application as one taking place in shops, institutions, corporate offices, shopping malls etc. This warranty is non-transferable.

Ceragres Luxe *Warranty*

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Filing Warranty

- A. In the unlikely event of claim, be prepared to describe the specific problem, provide photos of the product & carton labels and include a copy of your invoice / proof of purchase along with the Warranty Certificate.
- B. Once notified, Ceragres Luxe will determine next steps for inspection and may require additional images showing the claimed defect. An on-site visit, may be the next step. Failure to produce the the requested information or the physical product for inspection if required will render this warranty void in its entirety.
- C. If a product is deemed defective, Ceragres Luxe will notify the purchaser and will advise as to the warranty solution as such time. As outlined in the warranty statement, Ceragres Luxe will replace the defective piece(s) or remedy the defective area with the same color, design and grade product , if available.If the product is unavailable or discontinued, Ceragres reserve the right to select and supply similar material