



# Independent CERAMICS

Independent Ceramics Ltd endeavours to source the best quality and design tiles available from around the world. This means we can confidently guarantee the quality of our tiles.

Independent Ceramics Ltd guarantee its First Grade tiles for 10 years. This guarantee covers the cost of the tiles supplied or a resupply of any First Grade tiles supplied by Independent Ceramics Ltd which are defective or wear excessively within 10 years of installation. This guarantee does not extend to 'natural stone' tiles or Second Grade tiles. Independent Ceramics Ltd is not liable for the cost of removing and re-laying any tiles or any loss of profit or consequential loss/damages.

- To be covered by Independent Ceramics Ltd's guarantee, all tiles must be installed in accordance with best tiling practice, manufacturer's directions, guidelines and relevant New Zealand building standard. Independent Ceramics Ltd takes no responsibility for tile failure caused directly or indirectly from failing to observe any such direction and standards.
- Independent Ceramics Ltd's guarantee becomes null and void if the tiles are installed onto an unsuitable substrate or in a location or manner that in any way contributes to the tile failing. The correct adhesives and grouts must be used for the tile installation. Not all tiles are manufactured or are suitable to be installed in all applications.
- Independent Ceramics Ltd's guarantee only relates to the tile and does not extend to installation of the tiles whether or not we have referred a tradesman to you.
- Independent Ceramics Ltd's guarantee does not cover severe or harsh wear, any impacts, unusual conditions, or improper use of the tiles.
- Tiles do vary in colour, shade and texture and this does not mean the tile is faulty. Tiles may be returned if they have obvious defects. Such tiles must be returned before the tiles are laid. Once the tiles are laid then you are deemed to have accepted them and Independent Ceramics Ltd will not accept any return or claim in respect of tiles that are discoloured, incorrect shade or have blemishes once laid. If you have a concern that the tile surface may be blemished or discoloured you must advise Independent Ceramics Ltd before the tiles are laid.
- Independent Ceramics Ltd recommends that you retain a number of spare tiles in case they are required in the future.

All claims must include a copy of the original invoice and be submitted in writing to Independent Ceramics Ltd.

- NOTE Independent Ceramics Ltd cannot accept returns for indent items. Nor can we guarantee future supply of the same item.
- NOTE the Independent Ceramics Ltd's guarantee is non-transferable and cannot be assigned.

WHOLESALE DISTRIBUTORS OF QUALITY TILES

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**Independent Ceramics Ltd.**

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