

## Shaw Limited Tile & Stone™ Warranty

The following is the limited warranty issued by Shaw Industries Group, Inc. ("Shaw") for Shaw Tile & Stone™ products. Shaw warrants that its first quality tile and stone products are manufactured according to ANSI A137.1 performance standards and meet or exceed these requirements.

What the Shaw Tile & Stone™ Flooring Limited Warranty Covers:

This Tile & Stone™ product has been manufactured in accordance with industry standards. All first quality Tile & Stone™ from Shaw is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products used in commercial and residential applications.

What you should do if you find that there is a defect in the quality and you need warranty service

- Notify the authorized Shaw Flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
- Present to your authorized Shaw Flooring dealer the following items for a warranty claim to be considered:
- A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

What Shaw will do should you need warranty service:

Should a defect covered under this warranty be found, Shaw will authorize the affected area to be repaired to conform to the warranty. Shaw will provide tile and stone for replacement or repair of the affected area, at its option. Due to inherent variations associated with quarried stone and naturally fired Tile & Stone™ products, color and texture variations from samples should be expected. Prior to installation, tile and stone should be approved by customer. No claims for shade or texture will be honored after installation.

If professionally installed, and the defect was not visible before or during installation, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first year warranty period from the date of original purchase. In the event that the color installed is no longer available, Shaw will authorize your dealer to replace the affected floor with another Shaw product of equal value. The above described remedy is the purchaser's sole and exclusive resolution for claims under this limited warranty.

Each Limited Shaw Tile & Stone™ Flooring Warranty is subject to the following conditions

This limited warranty is valid only in North America. The warranty is not transferable. This limited warranty applies only where the affected area of the Shaw Tile & Stone™ Flooring is visible. The flooring must be installed in accordance with Tile Council of North American (TCNA) installation guidelines. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact or cutting
- Modification, alterations, repair or service by a non-authorized floor covering dealer
- Problems caused by structural movement/deficiencies in the base of subfloor
- ' Improper installation
- ' Improper care and maintenance
- ' Freight

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing the following:

- A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 2128, Dalton, GA 30722. Shaw will designate a representative to inspect the tile & stone in question and evaluate the warranty claim.

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Shaw Corporate Headquarters PO Box 2128 | 616 E Walnut Ave | Dalton GA 30722-2128 | USA