



Daltile warrants Daltile Porcelain Surfaces to be free from manufacturing defects from the date of installation when fabricated and permanently installed in a private single-family residence by an authorized Lowe's Porcelain Surfaces Fabricator.

This Residential 25 Year Warranty is limited to the original purchaser of the Daltile Porcelain Surfaces installation. In a newly constructed single-family residence where Daltile Porcelain Surfaces has been installed, the warranty is available to the original owner and resident and is non-transferable.

All decisions regarding this warranty are at the sole discretion of Daltile. No representative, dealer, salesperson, distributor, fabricator or other persons are authorized to make any warranty or promises on behalf of Daltile with respect to Daltile Porcelain Surfaces products. If it is determined by Daltile that Daltile Porcelain Surfaces materials failed due to a manufacturing defect, Daltile will, at its sole discretion, repair or replace such materials. The decision to repair or replace is at Daltile's sole discretion. If Daltile decides to replace the Daltile Porcelain Surfaces product, it will be replaced with product that is the same color and thickness as the product purchased by the customer and an exact color match is not guaranteed. If the Daltile Porcelain Surfaces product purchased by the customer is discontinued, it will be replaced by a product of similar characteristics.

Terms and Conditions

- This warranty applies only to Daltile Porcelain Surfaces materials that have been permanently installed in the interior or exterior of a single-family residence and have not been moved from their original installation.
- This warranty applies only to materials that have been maintained according to the Daltile Porcelain Surfaces Care & Maintenance Guidelines. Care & Maintenance Guidelines are available at www.daltile.com.
- To request service under this warranty you must contact Daltile directly at 866-820-2417 within thirty (30) days of product failure.

- To obtain service under this warranty, you must permit Daltile or its authorized agents, fabricators, or installers to inspect the Daltile Porcelain Surfaces product at your residence. Also, you must reasonably cooperate with Daltile and its agents in their efforts to service this 25 Year Warranty.

What is NOT covered under this warranty?

- Product that you, the customer, decide that you do not like after installation due to color, pattern, layout, edge styles, or other opinions based on personal preference.
- Any residence where the owner is not the occupant.
- Materials and/or services that have not been paid for in full.
- Product that has been moved from its original installation.
- Use in any commercial application. Commercial use includes, but is not limited to, use in retail stores, restaurants, rental properties, hotels, apartment complexes, offices or any other place of business.
- Product used as flooring material.
- Improper use or abuse, including but not limited to, damage from mishandling of the product, physical or chemical abuse, damage from improper care and maintenance.
- Scratches. Daltile Porcelain Surfaces is highly scratch resistant but proper care must be exercised including the use of a cutting board as part of your routine care and maintenance.
- Routine maintenance, including but not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Daltile Porcelain Surfaces Care & Maintenance Guidelines.
- Seam appearance and performance, adhesives, caulk or other accessory items.
- Cracks. Cracks in the final product are not considered an indication of defective material. Once the product is installed, the main reason for seam separation or cracking is the shifting or movement of the substrate, cabinets or foundation. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- Chipping. Chips in the final product are not considered an indication of defective material. Chipping is the result of impact damage, scraping, or bumping of objects against the surface.

- Chemical damage.
- Creative use of the material such as thermal bending or curving.
- Material that has been reduced in thickness.
- Securing mechanical fasteners directly into the material.
- Variations in color, shade, particle structure, or gloss. Daltile Porcelain Surfaces is intended to have a natural, non-uniform appearance. Natural variations are inherent characteristics of the product.
- Differences between samples or photographs of the Daltile Porcelain Surfaces product and the actual product installed. Color samples provided to customers are representative and not an exact replica of what will be installed in your home.
- Gloss level variances in the material derived from natural changes over time occurring in the different components of the Daltile Porcelain Surfaces product.
- Temporary marks, such as metal marks, fingerprints, or other signs of daily living.
- Labor to fabricate and install your Daltile Porcelain Surfaces product. Fabrication and installation is covered under the 1-year labor warranty provided by Lowe's. Fabrication and installation labor includes, but is not limited to, edges, sink cutout and installation, seams, overhang size and support, corner radiuses, faucet cutout, cooktop cutout.
- Any other cost incurred, including but not limited to, painting, plumbing, electrical, tile, cabinets, or flooring that may be necessary to repair or replace the Daltile Porcelain Surfaces product covered under this warranty.
- Daltile Porcelain Surfaces materials contain important product information on the back of each slab. Removing this product information will void the warranty.
- Lowe's and/or Daltile is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural/engineering design, structural movement, or acts of vandalism or accidents.
- Lowe's and/or shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

- THE FOREGOING IS THE COMPLETE WARRANTY FOR DAL TILE PORCELAIN SURFACES AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH
- ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO DAL TILE PORCELAIN SURFACES.
- DAL TILE EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT
- PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL
- OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.