

Limited Warranty

The Company, as hereunder defined, warrants that tiles manufactured by the Company and sold by Lowe's to its customers ("Products"), will be free from manufacturing defects and structurally sound under conditions of normal use and maintenance, for the life of the installation in a residential, non-commercial application, when the Products are installed in accordance with applicable ASTM and Tile Council of North America (TCNA) guidelines. Such Limited Warranty may only be enforced by the original purchaser of the Products. Products are manufactured in compliance with the requirements of the applicable ANSI A 137.1-2017 and/or EN 14411:2016.

The obligations of the Company under this Limited Warranty specifically exclude defects in installation like, but not limited to, lippage, loss of bond from substrate, and warpage or curling of the floor due to the floor's lack of expansion joints. Other specific exclusions from this Limited Warranty include substrate failure, such as excessive flexibility of the substrate or the differential settlement of the substrate, both of which could result in cracks spanning across the floor or a portion of the floor.

Products, tiles are waterproof and do not need to be sealed and should not be sealed. The use of a sealant could, in addition, alter the look of the tiles and create areas that, over time, appear dirty.

This Limited Warranty also does not apply to the following:

- Conditions or damage not resulting from defects in material or structure of the Products.
- Damage resulting from normal wear.
- Damage resulting from negligence.
- Damage resulting from unauthorized modification of the Products.
- Damage resulting from improper use, installation or maintenance.
- Damage resulting from natural disasters or acts of terrorism.
- Theft or loss of the Products.

Replacement labor, consequential or incidental damages are specifically excluded from this Limited Warranty. Some states do not allow the exclusion of consequential damages, so these limitations or exclusions may not apply to you.

This Limited Warranty is not transferrable and has to be activated by the original purchaser of the Products by visiting the website **dellatorretile.com** within one (1) month of installation and within two (2) months of the date of purchase of the Products. The original purchaser will be required to enter contact information, information about the location of the installation, and to upload both a photograph of the installation and proof of purchase. The original purchaser's information will not be disclosed to or shared with any third party.

To report a claim, the original purchaser should visit the website **dellatorretile.com**. On the website, the original purchaser will be asked to enter appropriate information and to upload photographs of the defective Products. Company will examine the information and may require an inspection of the installation.

If a product is found to be defective under the terms of this Limited Warranty, the Company will, in its sole discretion, supply free of charge Products to replace the defective pieces (color matching cannot be guaranteed), or reimburse the purchaser for the defective pieces at the price indicated on the proof of purchase.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS LIMITED WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED. THE COMPANY EXPRESSLY DISCLAIMS ANY OTHER WARRANTIES AND CONDITIONS, INCLUDING STATUTORY WARRANTIES AND CONDITIONS INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OTHER THAN THE WARRANTY EXPRESSLY STATED HEREIN.

The Company, each one for its own Products:

Ceramica del Conca, SPA – via Croce,8 San Clemente (RN) 47832 – Italy;
Del Conca USA, Inc. – 155 Del Conca Way, Loudon, TN USA

The Company reserves the right, at its sole discretion, to change, modify or otherwise alter these terms and conditions at any time. Such modifications shall become effective immediately upon the posting thereof.