UZIN UTZ®
YOUR FLOOR. OUR PASSION.

TILE & STONE PRODUCT LINE

UZIN Classic Limited 10-Year Warranty

This Limited 10-Year Warranty (“Warranty”) is offered to the above-named contractor for the UZIN products used on the above-referenced project.

Uzin Utz North America, Inc. (“UUNA”) warrants that, subject to the terms and conditions of this Warranty, the specified UZIN products will be free from manufacturing defects and will perform to a reasonable standard for a period of ten (10) years from the date of initial application, or until the original floor covering is removed, whichever occurs first. This Warranty applies only when UZIN products are used within their stated shelf life and are installed in accordance with applicable UZIN product data sheets, labels, technical instructions, and recognized industry standards governing subfloor preparation and floor-covering installation.

This Warranty applies only where the substrate is structurally sound, clean, dry, stable, properly prepared, and suitable for the intended floor-covering system. All products must be compatible with the UZIN products and installation system. The substrate must meet applicable industry requirements for moisture, pH, flatness, surface condition, structural integrity, and environmental conditions. Required pre-installation testing, including substrate relative humidity, moisture, pH, dew point, ambient conditions, and other applicable testing, must be completed and documented at the time of installation. Failure to perform or retain required testing and installation documentation may result in denial of a claim under this Warranty.

UUNA shall not be liable for damages, failures, or losses caused by improper construction, installation, application methods, substrate preparation, incompatible products, improper maintenance, structural movement, cracking, deflection, settlement, vibration, excessive moisture, hydrostatic pressure, elevated pH, water intrusion, improper drainage, unsuitable environmental conditions, or any other condition beyond UUNA’s reasonable control. This Warranty does not cover failures caused by remaining substrate-preparation materials, floor coverings, improperly prepared adhesive residues, coatings, sealers, curing compounds, contaminants, or other bond-inhibiting materials. This Warranty also excludes damages caused by Acts of God, including hurricanes, flooding, earthquakes, fire, freeze-thaw events, and other natural disasters.

This Warranty assumes that all existing substrates, structural components, and materials used to construct them have been supplied, designed, and installed in accordance with applicable industry standards. Any deficiency in site conditions, structural substrates, moisture conditions, existing materials, or substrate preparation may render this Warranty null and void.

Uzin Utz North America Inc. | 14509 E. 33rd Place, Unit G, Aurora, CO 80011 | USA | T +1 720 374-4810 | F +1 720 374-2113
us@uzin-utz.com | www.uzin-utz.com

If UUNA determines that a covered defect has occurred, UUNA will, at its option, repair or replace the affected UZIN subfloor-preparation materials and the affected floor covering, based upon the square footage proven to be defective as a direct result of a breach of this Warranty. UUNA's responsibility is limited to the reasonable cost of repair or replacement of the affected materials and fair-market-value labor directly related to such repair or replacement, not to exceed the original cost of installation of the affected area. No special, incidental, indirect, or consequential damages or losses are covered, including, without limitation, lost profits, loss of use, business interruption, relocation expenses, or replacement of non-defective adjacent materials. Repair or replacement of a localized area is not guaranteed to match the existing installation, including its color, texture, pattern, finish, or appearance, and any resulting variation is not covered by this Warranty.

UUNA recommends you register your floor for a warranty via the website:
us.uzin.com/support/warranty

To file a claim:

To file a claim under this Warranty, written notice must be provided to UUNA within **twenty (20) days** after discovery of the alleged defect or breach.

Claims should be directed to:

Uzin Utz North America, Inc.
Attn: Technical Services Department
200 Garrison Oak Drive
Dover, DE 19901

A claim submission must include a detailed description of the alleged breach; proof of purchase for the UZIN products used; a list of all other manufacturers' products used on the project; floor-covering specifications; project location and installation date; documentation of pre-installation dew point, substrate relative humidity, moisture, and pH test results, where applicable; photographs; and any other information reasonably requested by UUNA. Core samples and related analysis may be required where necessary to evaluate and resolve the claim. If UUNA determines that the alleged defect is covered by this Warranty, UUNA will reimburse reasonable costs for required core sample extraction and related analysis.

The owner of the jobsite must provide UUNA with full access to the site for inspection, testing, sampling, and evaluation. The contractor must remain available and cooperate with UUNA as reasonably required during the claim-review process. No repair, removal, replacement, alteration, or other corrective work may be performed before UUNA has received and evaluated the claim, unless prior written authorization is provided by UUNA. Any unauthorized repair work may render this Warranty null and void.