UZIN UTZ®
YOUR FLOOR. OUR PASSION.

TILE & STONE PRODUCT LINE

UZIN Limited Lifetime Warranty

This Limited Lifetime Warranty (“Warranty”) is offered to the above-named contractor for the specified UZIN products used on the tile and/or stone installation for the subject project.

Uzin Utz North America, Inc. (“UUNA”) warrants that, when used within its stated shelf life and in accordance with applicable UZIN product data sheets, labels, written instructions, and recognized industry standards, including ANSI, TCNA, and Natural Stone Institute standards, the specified UZIN products will be free from manufacturing defects and will perform to a reasonable standard for the life of the installed tile or stone assembly, or until the original tile, stone, or finished surface is removed, whichever occurs first.

This Warranty applies only where the products are installed over a properly designed, clean, dry, structurally sound, dimensionally stable, and suitably prepared substrate. Tile and stone installations must meet applicable substrate flatness, structural-deflection, movement-joint, waterproofing, drainage, moisture-control, and environmental requirements. Existing expansion, control, and structural joints must be honored. Crack-isolation, uncoupling, waterproofing, vapor-management, and sound-control products must be used only within their published limitations and do not correct structural deficiencies, excessive movement, hydrostatic pressure, or unsuitable site conditions.

UUNA shall not be liable for damages or failures caused by improper construction, installation, substrate preparation, incompatible materials, structural movement, cracking, deflection, vibration, settlement, excessive moisture, high pH, hydrostatic pressure, water intrusion, improper drainage, inadequate waterproofing, insufficient movement joints, improper maintenance, abuse, chemical exposure, or any condition beyond UUNA’s control. This Warranty does not cover inherent tile or natural stone characteristics, including shade variation, veining, fissures, staining, efflorescence, warpage, scratching, chipping, grout-color variation, lippage, or aesthetic variations. Acts of God, including flooding, earthquakes, fire, hurricanes, and freeze-thaw conditions, are also excluded.

All pre-installation conditions and required testing must be documented, including, where applicable, substrate relative humidity, moisture vapor emissions, pH, dew point, ambient conditions, substrate flatness, and surface preparation. Failure to conduct or retain required testing and installation documentation may void this Warranty.

If UUNA determines that a covered defect has occurred, UUNA will, at its option, repair or replace the affected UZIN materials and the tile or stone covering directly affected by the defect. UUNA’s responsibility is limited to the reasonable cost of affected materials and fair-market-value labor,

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not to exceed the original cost of installation for the affected area. UUNA is not responsible for special, incidental, indirect, or consequential damages, including lost profits, business interruption, relocation costs, or replacement of non-defective adjacent materials. Repairs to localized areas are not guaranteed to match existing tile, stone, grout, texture, finish, shade, or pattern.

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, the contractor must provide written notice to UUNA within **twenty (20) days** of discovering the alleged defect. Claims must include a description of the issue, proof of purchase for UZIN products, product and installation information, tile or stone specifications, site and installation dates, pre-installation test records, photographs, and any other information reasonably requested by UUNA. Core samples may be required. The jobsite owner must provide UUNA access for inspection and testing, and no repair or replacement work may be performed before UUNA has received and evaluated the claim. Unauthorized corrective work may render this Warranty null and void.

Claims should be directed to:

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