



## CROSSVILLE INCORPORATED/USA Limited Product Warranty

This warranty document also serves as a Certificate of Compliance.

Crossville Incorporated guarantees that its products will meet or exceed the performance specifications outlined in ANSI A137.1- 2012 and in the performance data section of Crossville's general product catalog and the company's corporate website [www.crossvilleinc.com](http://www.crossvilleinc.com).

### Residential Lifetime Quality Warranty

Should any Crossville product installed in a residential setting fail due to a manufacturing defect, Crossville Inc. will repair or replace the defective product pieces as it deems fit (installation not included). This Crossville Limited Lifetime Warranty covers your purchase of Crossville Inc. products for as long as you own your home. This warranty is non-transferable.

### Commercial Warranty

In the event of latent defects caused by improper manufacture, the company will replace any defective units FOB plant (installation not included), provided the company is notified within one year of installation or within 18 months of shipment of product, whichever occurs first.

Regarding both Residential and Commercial Limited Warranty, specific installation details, structural design and environmental conditions are beyond the control of the company. Crossville cannot accept responsibility for the performance of its products where improper installation, design or environmental conditions exist.

### DISCLAIMER

Tile, by the nature of the product, is a material that is subject to variation in veining and/or color as well as technical specifications including but not limited to DCOF (Dynamic Coefficient of Friction). This is due to the variability of the natural raw ingredients and the production process itself. Any misuse of the product by the customer including physical or chemical abuse, or negligence is not covered under warranty. Installation defects or deficiencies are not covered by this warranty. Any defect visual or otherwise that is apparent prior to installation is not covered by this warranty. Samples and merchandising are for general reference only.

When alternative/restorative floor treatments are employed it is the responsibility of the manufacturer of such floor treatments to verify compatibility and offer any product warranty/guarantee. Some treatments alter the tile surface characteristics and may involve alternate or increased maintenance procedures that may be inconsistent with Crossville's original product recommendations.

In no event shall Crossville's liability on any claim exceed the purchase price paid for the product

You can find more information about our many tile products, along with other Product Performance Data and installation specifications at [www.crossvilleinc.com](http://www.crossvilleinc.com) or call (931)-484-2110

Technical Services  
Crossville Incorporated 11-15