

Sydney Home Centre Tile Warranty

Our tiles are guaranteed against manufacturing defects for a period of ten years from the date of purchase for domestic use and seven years for commercial use.

The benefits conferred by this guarantee are in addition to, and not in substitution for, any other rights and remedies given to consumers in relation to goods under the Competition and Consumer Act 2010 (and similar State and Territory Laws) and are subject to the following terms and conditions.

1. The tiles must be fixed in accordance with the relevant fixative manufacturer's instructions and/or AS3958.1 (2007) "Guide to the Installation of Ceramic Tiles". This guarantee does not cover any failure of the tiling system where the application of any of the substrate materials, fixatives or the fixing of the tiles is not carried out in accordance with the manufacturer's instructions and/or AS3958.1 (2007). Furthermore, this guarantee will not cover situations where it cannot be satisfactorily demonstrated that substrate materials and fixatives are fit for purpose.
2. Sydney Home Centre recommends customers purchase an additional 10% to allow for tile breakage or damage during or after installation. As such, Sydney Home Centre cannot guarantee an exact replacement of tiles after purchase. Once tiles have been laid, liability will not be accepted for colour matching or replacement of tiles with visual faults. Furthermore, no claims will be accepted once the tiles have been laid. This should be checked before the laying of the tiles. Any visually or physically defective tiles will be replaced by Sydney Home Centre subject that the tiles have not been laid.
3. All tiles may be slippery when wet and no liability will be accepted for any accidents. This includes slipping due to inappropriate tile selection, maintenance or carelessness.
4. Regular cleaning and maintenance must be strictly adhered to, otherwise this guarantee may be voided.
5. If a purchaser makes a successful claim under this guarantee, Sydney Home Centre may offer to either replace or repair the goods, supply equivalent goods, or pay the cost of replacing the goods.

Sydney Home Centre domestic and commercial warranty covers:

- A. This warranty is non-transferable and can only be issued once for the product it applies to.
- B. If there is an obvious defect, or the tiles are clearly incorrect from the desired purchase, Sydney Home Centre will be under no warranty obligation if the tiles are installed.
- C. To qualify for this warranty, all tiles must be installed with suitable adhesives that apply to the specific type of tile. Installation must be in full accordance with the manufacturer's instructions and/or Australian Standard AS3958.1 'Guide to the Installation of Ceramic

Tiles'. This includes checks prior to installation that ensure the tiles are fit for purpose, sufficient in quantity, correct sealing etc.

- D. If the tile features natural variations, such as that found in natural stone, this warranty does not cover variations in colour, shade, pattern, or veining.
- E. The warranty does not cover damage caused by structural movement, normal wear and tear, damage or defects caused by incorrect installation, lack of proper maintenance, accidents, abuse or misuse. These are known as non-valid defects and Sydney Home Centre reserves the right to identify defects that are considered to be non-valid.
- F. It is expected that you purchase 10% extra as we have advised, to compensate for damaged tiles during the installation process.
- G. To apply for this warranty, you must provide proof of purchase (receipt), proof of identity with current address, photographic evidence of identified issues and proof that tiles have not been laid or fixed to surface. The purchaser must inspect all goods within 48 hours of receiving the products. After 48 hours, Sydney Home Centre will not investigate any submitted claims.
- H. All claims must be submitted within 30 days of the date of purchase (include 48 hours notification of any potential issues).
- I. Outcomes of a successful warranty claim include:
 - i. Replacement of same or equivalent product.
 - ii. Repair or re-polish of existing product.
 - iii. Provide a refund.
 - iv. A combination of these.

These outcomes will be determined at the discretion of Sydney Home Centre.

Sydney Home Centre does not guarantee availability of replacement tiles that are the same batch or colour once a purchase has been made and dependent on stock availability of said tile.

Note that if the warranty does not apply due to the above terms and conditions, Sydney Home Centre will honour all relevant statutory warranty requirements.