

LIMITED PRODUCT WARRANTY/CERTIFICATE OF COMPLIANCE – GLASS

Ciao Bella by Lunada Bay Tile warrants its glass products to meet or exceed industry-recommended performance standards for glass tile.

In the event of latent defects caused by improper manufacture, Ciao Bella by Lunada Bay Tile will replace any such defective material free of charge FOB Harbor City, CA (installation not included), provided that Ciao Bella by Lunada Bay Tile is notified within one (1) year of installation or 18 months of shipment of material, whichever occurs first. Installation of any material containing blatant defects, visual or otherwise, that were apparent before installation, is not covered by this warranty, however, Ciao Bella by Lunada Bay Tile will replace any such uninstalled material following our standard Return Policy. Any misuse of glass products, including negligence, chemical, or physical abuse, is not covered by this warranty. Ciao Bella by Lunada Bay Tile will not accept responsibility for the performance of its glass products where improper installation, faulty design, or environmental conditions exist. Installation constitutes acceptance.

Please note that Ciao Bella by Lunada Bay Tile glass is hand-made and artistic; our hand-made process incorporates creases, wrinkles, waves, depressions, bubbles, and other surface effects/variations indicative of hand-made glass, all designed to capture light and enhance the final beauty of the project. Variations in color, shade, surface texture, size, and minor edge irregularities (including occasional chipped sides/edges) are natural characteristics of all our products and should be expected. Such normal characteristics are not covered under this warranty as they are considered standard and part of the tiles' overall look and feel.

While most Ciao Bella By Lunada Bay Tile glass meets or exceeds industry guidelines for use in submerged water applications, as specific installation details, structural design, and soil/substrate materials and conditions are beyond our control, our product performance can be affected and compromised by improper installation, improper substrate preparation, improper design, environmental conditions, and aggressive water chemistry. **All pool and spa installations must strictly conform to current Tile Council of North America guidelines and material manufacturers' recommendations.** Please visit our website to confirm which glass series/lines are appropriate for submerged water applications. When in doubt, please contact our Technical Services Team by email at TechnicalServices@LunadaBayTile.com

Ciao Bella By Lunada Bay Tile's liability on any claim shall be limited to the purchase price paid for the product. This limited warranty is intended to supplement or supersede all other Federal, State, and Consumer Goods Warranty Protection.

For detailed installation instructions and other important information, please visit **CiaoBellaTile.com** or contact LBT for technical assistance at TechnicalServices@LunadaBayTile.com.