

## Warranty information

### PORCELAIN PAVING

Subject to the conditions set out below we warrant that the goods will correspond with their specification as per the website at the time of the delivery. Due to the nature of the product, over ordering should be a standard in order to avoid any delays from minor defects. Products are manufactured in batches and, as a result, we cannot guarantee that the product ordered will be an exact color match to the sample you have. All our porcelain paving comes with a 10 year guarantee which is subject to fair wear and tear.

Coverage covers usage against:

- Severe frost damage.
- Cracking and breaking.
- Delamination.

This warranty only applies if the customer adheres to maintenance guidelines. The guarantee will only be valid if the product(s) have been installed correctly according to our installation guide or have been installed in line with relevant British standard practice.

If the porcelain paving is found to be faulty, we will either replace any faulty tiles or refund a percentage of the original faulty item purchase price pro-rata to the remaining warranty period when the faulty item is returned to us. The course of action chosen will remain solely at the decision of Select Living Group LTD. We will not accept any claim for any consequential losses or recompense the customer for installation or repair costs.

### Limitations on coverage:

The warranty is inapplicable to products used for any purpose or behavior outside of regular garden usage. Such behavior and purposes include, but are not limited to:

- Natural weather, colour variation, colour fading, general wear and tear.
- Minor frost damage.
- Staining, regardless of substance.
- Vehicle traffic.
- Impact damage.
- Damage caused by ground movement, subbase, sub soil or any form of ground heave.
- Japanese knot weed, Mare's tail, tree root growth or any other horticultural external influence.
- Use of improper cleaning chemicals.
- Accidental damage of any kind.