

## TILE ADHESIVE & WATERPROOFING MEMBRANE WARRANTY

### 15 YEAR MANUFACTURER GUARANTEE

Ceramica Homes Pty Ltd recommends using the extensive product range offered by Australia Engineered Adhesive Pty Ltd (ACT) to ensure that you have the right product for each job. All our products have been engineered for ease of use and to withstand the Australian climate. The high-quality ACT products are manufactured in Australia using fully automated manufacturing plants. All products have passed quality control tests at each stage of the manufacturing process. All finished goods are tested before they are approved for dispatch from our warehouse. This ensures that you receive the best quality product every single time.

Ceramica Homes provides a 15-year manufacturer's guarantee on all ACT Australia Tile adhesive and waterproofing membrane products when tiles are installed in accordance with AS 3958.1-2007 and waterproofing is installed following AS3740, in conjunction with the manufacturer's written instructions and good trade practices. This guarantee applies from the time of application and covers only the cost of replacing materials from the original installation when the product is proven and acknowledged to be faulty.

#### HOW TO MAKE A WARRANTY CLAIM

Claims must be sent to [service@ceramicahomes.com.au](mailto:service@ceramicahomes.com.au) with the following information:

- Client address and contact details.
- Proof of purchase.
- Images/video of faulty product.

These details will assist us in providing the best service possible.

The above should be submitted when an item has failed to function as intended.

Please read our [returns policy](#) prior to submitting your claim.

Should a warranty claim be made, an authorized Ceramica Homes agent has attended the location, inspected, and is of the opinion that the issue was caused due to incorrect or faulty installation or where the products were misused or conditions of the claim are void as per our policy, or if the warranty period has expired.

Ceramica Homes has the right to charge a service fee.



# Guarantee

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15 YEAR MANUFACTURER'S GUARANTEE  
CERAMIC TILE ADHESIVES &  
WATERPROOFING MEMBRANES

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**ACT Australia Pty Ltd** guarantee their products for 15 years when tiles are installed in accordance with AS 3958.1-2007 and waterproofing installed in accordance with AS3740 in conjunction with manufacturers written instructions and good trade practices. This guarantee applies from the time of application and covers only the cost of replacement of materials of the original installation only when the product is proven and acknowledged to be faulty.



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