

TREND USA WARRANTY

TREND USA offers a limited warranty on our Glass Mosaics and TREND Q Tile and Slabs. This information is general in nature and may not be applicable to specific applications. Our materials are manufactured to meet or exceed the product standards published in our brochures and web site. They are of excellent quality and standing as long as they are installed per tile industry standards.

If our product is found to be defective, the exclusive remedy for TREND USA, shall be to:

1. Repair of the defective product
2. Replace the defective product with exact product, or,
3. As a final resolution, issue a credit memo for the purchase price.

We ask our customers to inspect the material within 14 days of receipt of the order. If discrepancies with the product are found, please contact your customer service representative via e-mail or fax. We require photo(s) and purchase order number as part of your claim. Our customer service team will channel your claim to the proper division. Once a determination has been made you will be contacted by our Customer Service Manager via E-mail. You must not install any product that you deem to be defective. If the material is installed prior to being inspected, TREND will not be liable for the material or cost of the installation.

The TREND Warranty covers the product only; no such warranty extends to the installation of TREND's products unless TREND's own specialists perform such installation. Any and all implied warranties by merchandiser or distributor, which exceed the aforementioned obligations, are hereby disclaimed. TREND USA shall not otherwise be liable for loss or damages whether direct, indirect, incidental, consequential, or regardless of the legal theory. All of our material is inspected and in good condition when departing the factory. Should you experience damage during shipping upon receipt please be sure to mark the bill of lading accordingly and contact the carrier for their claim process."

Any and all implied warranties by merchandiser or distributor, which exceed the aforementioned obligations, are hereby disclaimed as invalid representation of TREND USA and are concluded as misrepresentation of TREND USA's resolution for product grievances.



Official Distributor

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