

Gruppo Nueva Products Limited Warranty

The Gruppo Nueva warranty covers only products distributed by Gruppo Nueva as outlined below and applies only to the original Purchase of standard grade (first quality) products only.

Products are guaranteed to be reasonably free of manufacturing Defects in material and / or craftsmanship as per International Organization for Standardization (ISO 13006) and CE standard for ceramic

Tile. Shade variation is not a manufacturing defect.

Products are guaranteed to meet or exceed the minimum standard specifications required at the time of production of the tiles. This warranty does not cover damage from misuse, abuse, negligence or faulty / defective installations or for failure to properly maintain and care for products

Any articles claimed as “defective” must be returned for inspection Upon request. If your product should prove to be defective Within the warranty period, Gruppo Nueva may, at its option, repair or

Replace the defective product piece(s) with a like product as it Deems fit (installation not included), provided notice is given and Acknowledged prior to installation.

Gruppo Nueva is not liable for any shipping / transportation costs, labor

costs for the removal of existing product and / or installation of replacement product, no form of labour is covered under this product warranty. Gruppo Nueva shall not be responsible or liable in contract or tort for any special, indirect or consequential damages, for loss of use, or for injury or damage caused to persons or property.

Disclaimer:

Gruppo Nueva offers no warranties, express or implied, other than those

set forth in this warranty statement.

Product samples and visuals at dealers, retails or online are for general reference only. Due to the natural variances of raw ingredients and the production process, tile are subject to variations in colour / tone, veining and technical specifications such as C.O.F. and moisture absorption.

Gruppo Nueva shall not be made liability on any claim made by anyone

exceeding the purchase price paid for the product.

All warranty claims must be reported within 15 days of 'defect' discovery for investigation; failure to report immediately voids this warranty.

Gruppo Nueva reserves the right to update or modify this Warranty Statement at any time without prior notice.

One Year Residential Limited Warranty

Gruppo Nueva warrants the original purchaser that products are guaranteed to be reasonably free of manufacturing defects in material and / or craftsmanship as per industry standards at the time of production for a period of one year. Should any product prove to be defective within the warranty period, Gruppo Nueva will replace the defective piece(s) with a like product of equivalent value or refund the purchase price at our discretion. Labour costs for installation, removal of existing product and installation of replacement product is not included. Shade match of any replacement product to that being replaced cannot be guaranteed.

This warranty is non-transferable.

One Year Commercial Limited Warranty

Gruppo Nueva warrants products to be reasonably free of manufacturing defects in material and / or craftsmanship as per industry standards at the time of production for a period of one year from the date of installation of the product. Due to lack of control of the surrounding environmental conditions, installation processes and structural schematics, Gruppo Nueva cannot accept responsibility for the performance of our products after they are installed. However, should any product prove to have a manufacturing defective within the warranty period, Gruppo Nueva will replace the defective piece(s) with a like product of equivalent value or refund the purchase price at our discretion. Labour costs for installation, removal of existing product and installation of replacement product is not included. Shade match of any replacement product

to that being replaced cannot be guaranteed. This warranty is non-transferable.

Gruppo Nueva defines a commercial application as one taking place in

any structure, other than a primary residence / dwelling, occupied by the owner of the tile.

Filing a Warranty Claim:

In the unlikely event of a claim, please notify the original point of purchase. Be prepared to describe the specific problem, provide photos of the product & carton labels and include a copy of your invoice / proof of purchase upon request. The necessary steps to ensure the claim is looked after should come from the establishment at which the original point of purchase took place.

You may contact Gruppo Nueva for warranty Issues as per the following process :

1. The original purchaser must notify Gruppo Nueva in writing within 15 days of the occurrence of any 'defect' discovery and provide proof of purchase, images of the claimed defect, product carton labels and a completed Product Warranty Claim Form including a detailed description of the suspected defect.
2. Once notified, Gruppo Nueva will determine next steps for inspection and may require additional images showing the claimed defect or for the return of the product claimed to be defective for inspection/ testing. Failure to produce the requested information or the physical product for inspection if required will render this warranty void in its entirety.
3. If a product is deemed defective, Gruppo Nueva will notify the purchaser in writing and will advise as to the warranty solution at such time. As outlined in the warranty statement, Gruppo Nueva reserves the right to replace with a like product or refund the purchase price of the product.