



## Section 1: Warranty Applicants Details

First Name.....  
Surname.....  
  
Postal address.....  
.....  
Suburb..... PC.....  
Mobile.....  
Telephone ( ).....  
Email Address.....

Date of Purchase  
dd/mm/year  
Sales order number of products purchased  
Find on your invoice  
Sale order number of adhesives (if different)  
Find on your invoice  
Site Address  
.....  
Sign: ..... Date: dd/mm/year

## Section 2: Installer Details

If your product was purchased through an installer, please ensure they complete section 2,3 and 4.

Company Name.....  
ABN.....  
Registration Number.....  
Postal address.....  
.....  
Suburb..... PC.....  
Mobile.....  
Telephone ( ).....

Date of Purchase  
dd/mm/year  
Sales order number of products purchased  
Find on your invoice  
Sale order number of adhesives (if different)  
Find on your invoice  
Site Address  
.....  
Sign: ..... Date: dd/mm/year

## Section 3: Product Details

Please provide premium product details only

Product Code 1..... Quantity.....  
Product Code 2..... Quantity.....  
Product Code 3..... Quantity.....

## Section 4: Declaration

**Please circle the appropriate answer.**

- Y N Has this product been installed in a domestic application?  
Y N Were any obvious defects in the product observed prior to installation?  
Y N Were manufacturer's instructions followed to install the product?  
Y N Were Grants adhesives used to install the product?  
Y N Have sufficient spare tiles been retained on site?

I,.....**Declare that the above details are true and correct.**

Signed:..... Date: dd/mm/year

If this application meets the terms and conditions of the National Tiles Life Time Guarantee, you will be posted an original guarantee certificate. This certificate and proof of identity will be required if a claim is made under this Life Time Guarantee. We hope you enjoy all the benefits that come with using our Premium Product for many years to come.

**National Tiles Co Pty Ltd (National Tiles) offer a Lifetime Warranty on all it's Premium Product Range tiles against manufacturing defects and to remain an integral part of the wall and/or flooring system under the following terms and conditions:**

A. This Lifetime Warranty covers product cracking, crazing, fading, warping, expansion and contraction.

B. Applicable products only – Only National Tiles Premium Product Range is covered by this Lifetime Warranty, as identified on your Tax Invoice. All other first quality tiles come with a 10 year Warranty.

C. Domestic Use only – This Warranty only applies where the product is used for normal domestic purposes.

D. Non-Transferrable – This Warranty once issued is non-transferrable. Therefore the Warranty will expire should the purchaser dispose of the property in which the tiles have been installed. To avoid doubt all subsequent purchasers acquire the product "as is".

E. Obvious Defects prior to installation – If tiles provided by National Tiles have an obvious defect, or the wrong tiles, or batch of tiles have been provided, which should have been noticed prior to the installation of the tiles, then National Tiles will be under no obligations under this Warranty.

F. Suitable installation – To qualify for the Lifetime Warranty, all tiles must be installed using Grants adhesives or National Tiles approved SMP2010 / 2 Part Rapid for natural stone. Proof of purchase of Grants adhesives must be provided. Installation must be in full accordance with the manufacturers instructions and Australian Standard AS3958.1 2007. This includes requirements such as checking prior to installation that the tiles are fit for purpose, checking sufficient quantities of tiles of the same batch are supplied, ensuring that tiles from multiple boxes are mixed during the laying process to ensure blending, correct sealing of tiles is carried out as required, and so on.

G. Natural products – This Warranty does not cover against variations in colour, shade, pattern or veining in natural stone as these are all characteristics of these product.

H. Non-valid defects – This Lifetime Warranty does not cover damage caused by structural movement, normal wear and tear, damage or defects caused by incorrect installation, lack of proper maintenance, accidents, abuse or misuse. It is the purchasers responsibility to satisfactorily demonstrate that substrate materials and fixatives are fit for purpose. National Tiles reserves the

I. Spare Tiles – You are expected to have available the lesser of 10% of the entire tiled area, or 3 boxes of tiles for the purpose of rectification. This is to ensure that should individual tiles display a fault, they may be replaced without the need to replace the entire area.

J. Application for Warranty – To qualify for this Warranty, you must return to National Tiles a completed application form within 6 months of the date of purchase (being the date of the relevant Tax Invoice), and within 30 days after the date of installation. Within 30 days of receipt of the application form, National Tiles will return a Guarantee Certificate which must be retained by the purchaser.

**To make a claim under the Lifetime Warranty, the purchaser must:**

1. Provide satisfactory evidence of defects in the tiles purchased,
2. Provide the original Guarantee Certificate,
3. Provide proof of identity showing current address,
4. All claims must be in writing and submitted within 14 days of discovery of any defects.

Valid Warranty claims shall be dealt with by National Tiles at its complete discretion by any of the following:

- i. Replacement of same or equivalent product,
- ii. Repair or re-polish of existing product,
- iii. Cash settlement,
- iv. Combination of the above.

Limited to the defective product only.

**Please note, where the Lifetime Warranty does not apply due to the above terms and conditions, National Tiles will continue to honor all relevant Statutory Warranty requirements.**



**Please send your application to National Tiles  
PO Box 1042 Grovedale MDC 3216 Or Fax (03) 5243 8811**