



## Home's Pro Tile and Stone Mosaics Limited Warranty

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Home's Pro offers following limited warranty which covers only products distributed by Home's Pro Building Materials Inc. (Home's Pro) Products (first quality) are guaranteed to meet or exceed the minimum performance standard according to American National Standard Specifications ANSI A137.1 for Ceramic (porcelain) tile, and ANSI 137.2 for glass tile. Home's Pro reserves the right to update or modify this warranty statement at any time without prior notice.

### One Year Residential & Commercial Limited Warranty

This warranty applies to products installed in both residential and commercial applications. All tile and stone products from Home's Pro Building Materials Inc. are guaranteed to be reasonably free of manufacturing defects in materials and / or craftsmanship in quality for one year from date of purchase. This warranty is non-transferable and you, the original purchaser will contact your sales consultant and /or authorized store deal for warranty or claim service. All warranty claims must be reported within 15 days of "defect" discovery for investigation; failure to report immediately voids this warranty.

### What covers in this warranty?

The project installer and the original purchaser should do their due diligence on checking product color and other specs before starting installation; however, should a defect covered under this warranty be found within the warranty period, Home's pro will repair or replace the defective piece (s) with a like product of equivalent value (in the event that the color installed is no longer available) or refund the purchase price at our discretion. Home's Pro will pay reasonable labor costs to perform the replacement or repair if defects not visible during installation in accordance with Tile Council of North American (TCNA) installation guidelines, otherwise associated labor cost is not included in this warranty. Any freight associated with replacement product is not included.



## What is not covered in this warranty?

Home's Pro is not liable for any damage occurred during transportation (claim through freight company)

- 1.Improper installation*
- 2.Improper maintenance and care*
- 3.Problems caused by structural deficiencies in the base of subfloor*
- 4.Exposure to extreme environment (ex. Heat or moisture)*
- 5.Abuse or misuse of the product*
- 6.Modification, alterations, repair or service by a non-authorized floor covering dealer*
- 7.Variations or patterns on natural stones are not considered as a defect*

## How to file an eligible warranty claim?

Be prepared to provide a detailed description of the problem and /or a photograph that clearly shows the problem. The original purchasers should send all these documents to their authorized company dealer with in 15 days of the defect's discovery including proof of purchase. Once notified, Home's Pro will determine the steps for inspection and investigation; moreover, Home's Pro may require additional information during claim process. Failure to provide the requested information will cause warranty void in its entirety.

If a product is deemed defective and eligible for warranty claim, as outlined in the warranty statement above, Home's Pro reserves the right to replace, repair with a like product or refund the purchase price of the product.

## Claim Contact Information

Tel: 780-888-5195

[Orderdeskedmonton@homespros.ca](mailto:Orderdeskedmonton@homespros.ca)

Website: [Homespros.ca](http://Homespros.ca)