TESORO
Quality Products for Life

LIMITED LIFETIME WARRANTY

International Wholesale Tile, LLC. ("The Company") warrants that its products are first quality and are manufactured according to industry standards and meet or exceed these specifications. When installed and maintained properly, products will perform as such for the life of this warranty. The Company warrants that it purchases products that are first choice quality and therefore required to be free of manufacturing defects. The material must be inspected prior to installation. Any material that appears to be defective should not be installed. The Company will not be responsible for or consider any claim for material installed with visual defects. Installation constitutes acceptance.

WARRANTY COVERAGE OVERVIEW

- The Company warranties that all of its products are of first quality and are required to be free of manufacturing defects. All products meet or exceed industry manufacturing standards.
- The Company warranties that should the product, properly installed according to manufacturer's requirements in a residential setting under normal residential traffic conditions, wear-through*, they will replace the affected material that is the closest in shade, style and size of the original material.
- *Wear-through is defined as loss of surface finish, to the point that the body of the product shows through, due to normal household use.
- This replacement will include furnished material only and not labor.
- This warranty only applies to the original purchase and installation site and are not transferable.
- The company reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim.
- For warranty to be considered, proof of purchase, proof of use, proof of ownership and proof of unused full pieces of product from the installation must be provided. Warranty registration required within (1) year of purchase.

TESORO PORCELAIN & CERAMIC

The Company warrants its premium Porcelain & Ceramic tile not to wear through to the body of the tile or any other latent defect determined to be in the material, provided that the material was installed in accordance with the manufacturer's requirements, and, will perform as intended when installed residentially and in accordance with appropriate ANSI specifications and standard industry practices by competent professional licensed installers. Installation constitutes acceptance.

EXCLUSIONS:

- Polished porcelain tiles are beautiful and elegant, however, if they are left unprotected are prone to scratching. IWT purchases porcelain tiles that meet or exceed the MOHS standards for polished porcelain tiles. Scratching is not considered a manufacturing defect. Scratching is considered normal wear and tear, and additional maintenance may be required to minimize scratching. This includes, but is not limited to, using walk-off mats at every entry point and more frequent cleaning to remove potentially damaging particulates from the floor.
- Stairs, steps, areas subject to any type of wheeled or vehicular traffic. To help with that, we suggest.
- Cracking or loss of bond due to movement, shrinkage, or moisture in the substrate.
- Structural failure or for workmanship not in accordance with the manufacturer's instructions and standard industry practice guidelines, nor is International Wholesale Tile, LLC. liable for losses due to delay or any other consequential damages.
- Optical hazing
- Commercial and rental property use is excluded.
- Setting material failure is not covered under this warranty.

- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.

Porcelain and Ceramic Maintenance Care Guide

AQUATICA POOL & SPA | TESORO DECORATIVE GLASS

The Aquatica Pool & Spa Tile and Tesoro Decorative Glass Collection glass mosaics will perform as intended when installed in accordance with

the appropriate ANSI specifications and standard industry practices by competent licensed professional installers. All sizes stated are nominal as per industry standard. Installation constitutes acceptance.

EXCLUSIONS:

- This warranty excludes chips, scratches and cracking due to substrate movement, shrinkage, moisture or failure due to poor workmanship or
- a lack of properly-placed perimeter and/or movement joints not consistent with standard industry practices and guidelines. Warranty is null in void if proper installation guidelines are not followed and/or material is not properly maintained.
- Commercial and rental property use is excluded.
- Setting material failure is not covered under this warranty.
- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.

PIETRA ANTICA & METROPOLITAN NATURAL STONE

The Company warrants that properly installed natural stone composite that are maintained, cared for and restored periodically for a lifetime, (noting the expected exclusions listed which should be anticipated) and cared for as needed. All stone should be inspected piece by piece and dry-laid in proper lighting prior to installation. Use constitutes acceptance. Please refer to proration of warranty period.

TRAVERTINE FILL (EPOXY & CEMENT)

The Company warrants that properly installed natural stone composite that are maintained, cared for and restored periodically for a lifetime, (noting the expected exclusions listed which should be anticipated) and cared for as needed. All stone should be inspected piece by piece and dry-laid in proper lighting prior to installation. Use constitutes acceptance.

MARBLE & LIMESTONE

It is common in some marbles and limestones (Crema Marfil for example) for a resin to be used to fill naturally occurring fissures, veins and voids. In time this resin may come loose or fracture or lose its finish, this is normal and can be repaired by a qualified stone refinishing contractor.

STONE FINISH

It is common for the finish on the surface of the stone to show wear patterns and dull over time. This is common and is considered part of the regular maintenance of a stone floor. As the finish deteriorates, refinishing should be performed by a qualified contractor in regular intervals, contact the Natural Stone Institute of America for more information.

EXCLUSIONS:

- Installation related issues including but not limited to lippage, bond failure, grout failure, scuffing/etching/breaking due to negligence,
- staining due to negligence or failure to pre-seal natural stone, improper layouts, anything beyond the scope of the composition of the natural stone.
- Cracking and/or voids due to the implosion of naturally occurring veins above and/or below the surface of the installation related issues including but not limited to lippage, bond failure, grout failure, scuffing/etching/breaking due to negligence, staining due to negligence or failure to pre-seal natural stone improper layouts, anything beyond the scope of the composition of the natural stone.
- Chipping and small breaks around the perimeter of natural stone products is completely normal and expected over time. These small breaks can be repaired with grout or resin by a qualified contractor along with other periodic maintenance.
- Discoloration due to natural element exposure, is a normal occurrence with natural stone products and can vary from small spots of color to complete color changes in certain stones. This is a natural phenomenon due to interactions of certain natural elements in the stone and the exposure to environmental elements introduced through a variety of different means (including but not limited to cleaners, foot traffic, moisture intrusion, ground minerals, etc.)
- Moisture intrusion and darkening of light colored stones. This is generally a temporary occurrence during the initial curing stage of the stone installation and again when the stone is exposed to moisture. The re-occurrence post-cure can be partially mitigated by applying a penetrating sealer periodically.
- Damage to the stone via substrate movement settlement and cracking.
- Damage related to wear and tear, accidental implosion, pressure related breaks, weight related breaks. Naturally occurring shearing in sedimentary formed stones (Travertine, Marble, Limestone, Onyx).
- Issues involving and related to grouts, adhesives, underlayment, sealers, surfaces applications and cleaners.
- Staining is a common occurrence with natural stone products. This can be minimized and partially prevented by sealing the stone with a penetrating or enhancing sealer in periodic intervals, contact the Natural Stone Institute of America for more information.
- Etching due to acid and harsh chemical exposure. Commercial and rental property use is excluded.
- Setting material failure is not covered under this warranty.
- This limited warranty does not apply to moisture damage caused by flooding or events beyond everyday household spills.

Natural Stone Maintenance Care Guide:

LUXURY VINYL PLANKS (LVP) & TESORO LAMINATE PLANKS (LP)

The factories warrant that the top wear layer of the LVP & LP will not wear through, for the lifetime of the product, "under normal everyday residential foot-traffic". "Wear Through" is defined as the plank surface that has been worn to such an extent as to expose and damage the core material of the plank. This 'Wear Through' must be present in over 5% or more of the total installation. All LVP & LP should be inspected, plank by plank, in proper lighting, prior to installation. If a visual defect is apparent, STOP and DO NOT INSTALL. Report defects immediately before installation. INSTALLATION CONSTITUTES ACCEPTANCE.

EXCLUSIONS:

- LVP or LP that were determined to be defective or damaged, resulting from: Shipping, Retail Dealer warehouse improper handing, improper installer or customer handling to or on the job site, improper handling on the job site and/or improper installation methods, will not constitute a valid claim under this Limited Warranty.

- Failure to produce recorded moisture meter tests results, over the subfloor before installation, according to ASTM F2659 standards, using a properly calibrated moisture meter – will void this limited warranty.
- Failure to spot level the subfloor according to ASTM F710 standards, where improper floor flatness causes locking system failure – is not covered under this Limited Warranty.
- Failure to use a 6 mil vapor barrier over any concrete subfloor, when installing the LVP or LP as a floating floor, will void this Limited Warranty.
- Installing cabinets on top of any LVP or LP floating floor, will void this Limited Warranty.
- Installing the baseboard and/or quarter round on top of a floating floor and not allowing 1/16" gap at the bottom of the baseboard and/or quarter round, for expansion & contraction movement, will void this warranty.
- Improper expansion space at all exterior door thresholds, against all cabinets and against any vertical surface (as defined by the LVP or LP installation guidelines) – will void this Limited Warranty.
- For glued down installations for LVP or LP – a premium floor adhesive, made for LVP and/or LP, with a built in moisture barrier in the adhesive, must be used & installed according to the adhesive factory directions. Using an adhesive without a moisture barrier and/or not following the adhesive factory's installation guidelines – will void this Limited Warranty.
- Surface Damage caused by scratches, burns, dents, gouges or by foot traffic or any other means – are not covered under this Limited Warranty.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads (like wheel chairs), caster wheels on chairs or any other furniture without proper floor protectors and cuts from sharp objects. Floor pads are required under all rolling chairs. Scratches and dents of any kind are not covered by the Limited Warranty.
- Defects or changes in color, caused by extended exposure to UV light will void this Limited Warranty
- Noncompliance with installation instructions and maintenance guidelines as recommended by the factory. Floor covering installed in inappropriate locations or installed using inappropriate methods.
- This limited warranty does not cover moisture damage caused by flooding on top or from moisture problems below. Flooding is defined as constant exposure to a liquid of any kind for more than 48 hours
- This Limited Warranty covers the original owner only and is not transferable.

Please see www.iwttesoro.com for details on Limited Commercial Warranty for LVP and/or LP.

LUXURY ENGINEERED HARDWOOD PLANKS (LEHP)

The factories warrant that the top finish layer of the LEHP planks will not wear through "under normal everyday foot-traffic". "Wear Through" is defined as surface that has been worn to such an extent as to expose and damage the core material. This "Wear Through" must be present in over 5% or more of the total installation. All LEHP planks

should be inspected, plank by plank, in proper lighting, prior to installation. All LEHP planks should be inspected, plank by plank, in proper lighting, prior to installation. If a visual defect is apparent, STOP and DO NOT INSTALL. Report defects immediately before installation. INSTALLATION CONSTITUTES ACCEPTANCE.

EXCLUSIONS:

- Products that were determined to be defective or damaged resulting from shipping, improper handling or improper installation will not constitute a valid claim under this Limited Warranty.
- Failure to produce recorded moisture meter tests results, over the subfloor before installation, according to ASTM F2659 standards, using a properly calibrated moisture meter – will void this limited warranty.
- Failure to spot level the subfloor according to ASTM F710 standards, where improper floor flatness causes locking system failure – is not covered under this limited warranty.
- Hardwood must be acclimated for minimum of 48 hours in an air-conditioned room with AC between 65-80 degrees and humidity at 45-55%. wood plank & subfloor moisture content (MC%) must be within 2-4% of each other at the time of installation. So both the wood planks and subfloor must be tested before installation to confirm this, or it will void this Limited Warranty.
- Hardwood is recommended to be glued down – with a premium wood adhesive, with a built in moisture barrier in the adhesive, must be used & installed according to the adhesive factory directions. Using an adhesive without a moisture barrier and/or not following the adhesive factory's installation guidelines – will void this Limited Warranty.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by shoes, improper rolling loads, caster wheels, chair or other furniture without proper floor protectors and cuts from sharp objects, or scratching of the finish.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Defects caused by extended exposure to UV light.
- Problems caused by not acclimating the wood flooring before installation. Installation of hardwood in un-air conditioned rooms or installations not following the installation guidelines, as explained in the Tesoro Hardwood Installation Instructions, will not be covered under this Limited Warranty.
- This Limited Warranty does not apply to moisture damage or stains of any origin.
- Hardwood Flooring is a natural product and changes in color, shade, character, and dimensional size are normal over the life of the floor and not covered under this Limited Warranty.
- Surface Damage caused by scratches, burns, dents, gouges or by foot traffic or any other means – are not covered under this Limited Warranty.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads (like wheel chairs), caster wheels on chairs or any other furniture without proper floor protectors and cuts from sharp objects. Floor pads are required under all rolling chairs. Scratches and dents of any kind are not covered by the Limited Warranty.
- This Limited Warranty only covers the original owner. Please see www.iwttesoro.com for details on our Tesoro Hardwood Limited Commercial Warranty.

SPC Maintenance Care Guide

PRORATION OF WARRANTY PERIOD Year Proration

The Limited Lifetime Warranty period is prorated for replacement of material or credit according to a set formula as follows:

1-2 years = 100%	6-9 years = 50%	16-20 years = 5%
3-5 years = 80%	10-15 years = 25%	21+ years = 0%

ALL PRODUCTS SOLD ARE COVERED ONLY BY THIS LIMITED LIFETIME WARRANTY. THE COMPANY HEREBY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY, ANY AND ALL IMPLIED WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING OR USAGE OF TRADE, AS WELL AS THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

DAMAGE OF ANY KIND IS NOT CONSIDERED WEAR, AND NOT COVERED BY THIS WARRANTY.

Detailed information at www.iwttesoro.com

AS IS

Any product sold second choice, close-out, discontinued or in “as-is” condition with no returns is not covered by this warranty.

In the event of a complaint, the product is to be inspected by a professional, independent third-party inspection service who will determine if the warranty applies.

WARRANTY REGISTRATION – Remove and return to the address below, Attn: Customer Service or submit online at iwttesoro.com.

3500 SW 42nd Avenue, Palm City FL 34990

Tel: 1-800-340-TILE (8453) | Fax: 1-888-765-TILE (8453) | Email: info@iwttesoro.com | www.iwttesoro.com

Name_____ Date of Purchase_____ Address:_____ City, State,

Zip:_____ Date of Installation: _____ Installers Contractor License Number _____

Licensed Installation Contractor: _____ Installer's License Issued by:_____ Store

Name:_____ Store Address:_____ Style(s)

Name:_____Color(s)Tile:_____

_____ Sq. Feet Installed: _____