

### **Natural Stone Tile, Panels, Pebble, and Blend Mosaic**

Natural stone products are quarried and cut from natural material formations in the earth and inherently have variations that are part of the stones natural characteristics. No two pieces are alike. These products are simply dimensionally sized and surface finished via a factory process. Raw materials are not factory made, as such, Anatolia® does not warrant stone products for any natural variances that may occur, including but not limited to: colour tone / shade, irregular markings, voids, pitting, veins, and difference in density causing sheen variations, cleft variations, surface characteristic variations. Materials with natural clefts are subject to caliber variances, these variances are not considered defects.

With normal wear, cracks and voids may appear; these characteristics are part of the natural beauty of the stone and will not impair the function or wearing qualities of the material and do not constitute a warranty issue. Natural stone products are guaranteed to meet or exceed the guidelines established by the Marble Institute of America. Shade variation is not a manufacturing defect.

This warranty does not cover damage from misuse, abuse, negligence or faulty / defective installations or for failure to properly maintain and care for products. Changes in tone of natural stone may occur over time and are not covered under the product warranty as these are natural occurrences.

### **How to Make a Claim**

In the unlikely event of a claim, please notify the original point of purchase if you believe that any of the products covered by the Warranty to be defective. Be prepared to submit a short description of the specific problem, provide photos of the product & product 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.

If advised by the dealer / original point of purchase, you may contact Anatolia® directly for warranty issues as per the following process:

1. The original purchaser must notify Anatolia® in writing within 15 days of discovering any 'defect'. Proof of purchase, images of the claimed defect and product labels are required. Additionally, a Product Warranty Claim Form will be provided, which must be completed with a detailed description of the suspected defect.
2. Once notified, Anatolia® 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, Anatolia will notify the purchaser in writing and will advise as to the warranty solution at such time. Due to constant and ongoing changes in product offerings and availability, Anatolia® reserves the right to replace material with a similar/like item should the identical item not be available at time of warranty claim.

To receive timely service under the terms and conditions of this Warranty, you must allow Anatolia® or its authorised agents to inspect the products at your project site. In addition, you must reasonably cooperate with Anatolia® and its agents in their efforts to service this Limited Warranty.

Anatolia's obligations under the Warranty are subject to receipt of proper notice from the purchaser covered under the Warranty and Anatolia's reasonable ability to perform. Failure to allow inspection will render this Warranty null and void.

In no event shall Anatolia® be liable, whether in contract or tort, for any direct, indirect, punitive, incidental, consequential or other damages, including, but not limited to, damages for loss of profit arising from the use or inability to use the product in

residential applications covered under this Limited Warranty. Anatolia® shall not be responsible either in contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary or punitive damages arising out of the use or the inability to use the products covered by this Warranty. Some states do not allow exclusion or limitation of incidental charges, so the above limitations may not apply to you.

**Anatolia® reserves the right to update or modify this Warranty Statement at any time without prior notice.**