

Filing a valid warranty claim

version 2015-10

To obtain service under this warranty AutoStone requires digital images (photograph) of the warranty claim. The digital images of warranty claim must be sent within the thirty (30) days of warranty claim notification (preferably by email). This warranty does not extend to any other services or products sold, installed or provided by AutoStone Floor Systems.

1. Contact AutoStone Floor Systems within thirty (30) days from discovery of defect and/or problem. Please provide name of dealership and all necessary contact information. Prolonged notification of an existing problem can and will nullify your Warranty Agreement.
2. Provide AutoStone Floor Systems documented information as requested to explain (in your own words, based on your observation) the nature of the problem at hand. Please allow a reasonable amount of time for review of your information and any possible inspection (if deemed necessary) by AutoStone.
3. If AutoStone Floor Systems affirms that the problem in question is eligible for service work under the conditions of the warranty as stated above, AutoStone Floor Systems will be the sole determiner of what remedy needs to be taken to address any deemed defective tile. It will be AutoStone Floor
4. All pictures must be emailed in HIGH RESOLUTION and in focus.
 - a. Text pictures are not accepted.
 - b. Small size files are not accepted.
 - c. Out of focus images are not accepted.
 - d. Large format files to allow our Warranty Team to identify the nature of your issue and scope to implement a proper warranty repair.
5. Sufficient pictures to identify both the problem and/or problem(s) that exist at your dealership.
6. Pictures up close and back from a perspective that identify the issues.
 - a. We highly encourage multiple pictures of each item you are submitting.
 - b. Please review your images to ensure they capture the entirety of your concern in the digital picture sent.
7. Send digital pictures of your existing attic stock that was left on-site for future warranty issues.
 - a. Provide pictures that show the entirety of your attic stock.
 - b. If possible, take up-close images of the boxes to enable us to read the product codes.
 - c. Provide in your email the location of the attic stock on-site so we can find when our installation crew arrives.
8. AutoStone Floor Systems who will determine whether to provide replacement product (tile) or repair existing tile.
9. Customer must provide adequate time and access by AutoStone Floor Systems technicians to affect any/all repairs and must not delay access by AutoStone Floor Systems workers. Any delay in providing access by

AutoStone Floor Systems to your facility to affect any/all repairs can create situations where workers or customers may get injured. Client is to take immediate, prudent and cautious measures to safeguard any location where there is a warranty issue that is need of repair and to help prevent workers or customers from injuring themselves on broken tile or any AutoStone product that may be deemed defective.

10. AutoStone warranty only covers doing repair work on a Monday through Friday work schedule with the working hours of 8:00 am to 7:00 pm. Any work that is requested by customer to address any warranty issue outside these hours and/or days will be charged to the customer. These charges are related only to the “after-hours” or “weekend” work that is to be performed.
11. AutoStone reserves the right to schedule your repairs based on our working schedule. Based on your dealership location, AutoStone reserves the right to schedule repairs according to the location and timing of AutoStone crews working in your area.
12. Customer is responsible for receiving and safely-storing the “attic-stock” supplied by AutoStone Floor Systems at the end of the project. This “attic-stock” will be the inventory used by AutoStone Floor Systems to enact any future warranty repairs that occur during this seven (7) year period. AutoStone Floor Systems provides your dealership sufficient inventory of each color of tile used on your project for just this purpose. As a reminder, each production run reflects a specific die-lot and tile size. It may be impossible to match the exact die-lot (coloration) again in future productions. This is why we provide attic stock inventory so in case repairs need to be provide, we will have the exact and initial tile installed on your project so all repairs blend perfectly with the surrounding tiles.
13. If the repair exceeds any “attic-stock” provided, AutoStone Floor Systems will provide additional inventory and materials as needed. AutoStone does not guarantee that a matching dye-lot can be provided to do repairs. Additionally, AutoStone does NOT warrant that a matching tile can be provided, either by the same manufacturer, color or series. AutoStone will do our best to provide you a close approximation, but we do NOT warrant an identical replacement to materials previously supplied on your purchase contract.
14. Any alternate dye-lot, tile, series or manufacturer will be determined at the sole desecration of AutoStone Floor Systems.
15. Warranty claims are sent to: warranty@autostoneusa.com

Or mailed to:
AutoStone Floor Systems
3309 Matrix Drive
Richardson, Texas 75082

If you do not receive a response within 24 hours - please call: (800)-772-1473 or (214)-393-4875 and report the sending of your email. We do not want to lose your transmission due to a SPAM filter blockage.