

## Limited Warranty - Porcelain Tile Materials for Jaguar Land Rover Program Tiles. 10-Year Commercial Warranty

### Commercial Warranty

AutoStoneUSA warrants to authorized Jaguar Land Rover dealerships and commercial purchasers ("Buyer") that its porcelain tile products will conform to the performance specifications outlined in ANSI A137.1-2008 (or the then-current version) at the time of manufacture. This warranty is effective for **ten (10) years** from the date of substantial completion of installation at the Buyer's project (as evidenced by the signed installation completion certificate or final walkthrough), provided the product is installed in accordance with industry standards (TCNA Handbook guidelines, manufacturer recommendations, and compatible setting materials).

AutoStoneUSA's responsibility is limited to defects in materials caused by improper manufacture. This warranty does not cover issues arising from installation, setting materials, structural movement, substrate conditions, improper maintenance, normal wear and tear, misuse, abuse, chemical exposure beyond normal automotive environments, or environmental factors.

### Important Pre-Installation Requirements

The Buyer and installing contractor must carefully inspect all tile prior to installation. Any tile suspected of having a visible defect must be set aside, documented with photographs and samples, and immediately reported to AutoStoneUSA at [WARRANTY@AUTOSTONEUSA.COM](mailto:WARRANTY@AUTOSTONEUSA.COM) or by calling 214-393-4875 and speak with a JLR Program Team Member.

**DO NOT INSTALL ANY TILE THAT APPEARS QUESTIONABLE. FAILURE TO FOLLOW THIS PROCESS WILL VOID COVERAGE FOR VISIBLE DEFECTS.**

### Latent Defects

This warranty covers latent manufacturing defects (defects not reasonably discoverable prior to installation) that appear after installation, provided they are reported promptly as set forth below. Installed product is eligible for consideration for hidden manufacturing flaws only.

### Remedy

If AutoStoneUSA confirms a covered manufacturing defect, the company will, at its option:

- Provide replacement material of the same or comparable type, color, and quality (FOB our warehouse), or
- Refund the original purchase price of the defective tiles.

For confirmed latent manufacturing defects discovered after installation, AutoStoneUSA may, in its sole discretion, issue an ACCOUNT CREDIT for reasonable and documented labor costs for removal and reinstallation of the defective tile only, up to a maximum of 150% of the original material invoice value for the affected area. AutoStoneUSA reserves the right to have its representative inspect the site prior to any removal. Any additional costs (freight, setting materials, substrate repair, etc.) remain the responsibility of the Buyer unless otherwise agreed in writing in advance.

**CONTINUED****Exclusions**

This warranty does not cover:

- Visible defects not reported prior to installation
- Variations in color, veining, texture, or technical properties inherent to porcelain tile.
- Changes in slip resistance (DCOF) due to wear, maintenance practices, or surface contaminants.
- Damage from improper installation, substrate issues, structural movement, or incompatible setting materials.
- Normal wear, scratching, chipping, or aesthetic changes over time.
- Misuse, negligence, or failure to follow recommended cleaning and maintenance procedures.

**Cleaning & Maintenance Requirements**

Proper cleaning and maintenance are conditions of this warranty. Dealerships must:

- Perform daily or nightly cleaning using appropriate automotive-grade cleaners and equipment (floor scrubber with wet vacuum recommended).
- Address spills or contaminants immediately ("First Responder" protocol).
- Maintain detailed cleaning logs (dates, methods, materials used, personnel).

Failure to maintain the floor adequately will void warranty coverage for slip resistance or related performance issues.

**Disclaimer**

EXCEPT AS EXPRESSLY STATED ABOVE, THIS LIMITED WARRANTY STATES THE SOLE AND EXCLUSIVE REMEDY OF BUYER AND IS THE SOLE AND EXCLUSIVE WARRANTY OF AUTOSTONEUSA AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED BY STATUTE OR OTHERWISE, WHETHER OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE OR OTHERWISE, ON THE PRODUCTS, OR ON ANY PARTS OR LABOR FURNISHED DURING THE SALE, DELIVERY OR SERVICING OF THE PRODUCTS.

Merchandising materials and samples are for general reference only. Every tile and/or product that is supplied by AutoStoneUSA should be CAREFULLY examined prior to installation. ANY TILE SUSPECTED OF NOT MEETING ANSI A137.1 STANDARDS SHOULD NOT BE INSTALLED, SHOULD BE SET ASIDE, AND NOTIFICATION SHOULD BE IMMEDIATELY SENT TO AUTOSTONEUSA AT: [WARRANTY@AUTOSTONEUSA.COM](mailto:WARRANTY@AUTOSTONEUSA.COM) OR CALL 214-393-4875 AND SPEAK WITH THE JLR PROGRAM TEAM. DOCUMENTATION OF SUSPECTED DEFECT MUST BE SUBMITTED IN A TIMELY MANNER. TIMELY NOTIFICATION OF WARRANTY CLAIM IS THE RESPONSIBILITY OF THE BUYER.

**Limitation of Liability**

IN NO EVENT SHALL AUTOSTONEUSA BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOST PROFITS, OR THIRD-PARTY CLAIMS. AUTOSTONEUSA'S MAXIMUM LIABILITY SHALL NOT EXCEED THE PURCHASE PRICE OF THE DEFECTIVE MATERIALS PLUS ANY LIMITED LABOR ACCOUNT CREDIT ISSUED IN AUTOSTONEUSA'S SOLE DISCRETION AS DESCRIBED ABOVE.

**CONTINUED****General Provisions**

This warranty is transferable to subsequent owners of the dealership facility with proper documentation.

- Warranty claims must be made by the original Buyer or authorized representative.
- Any issued and voluntary account credits or additional assistance provided by AutoStoneUSA does not extend the warranty term.
- This warranty is governed by the laws of the State of Texas.

**Recommendation to Buyer**

We strongly encourage Buyers to: · Coordinate separate workmanship warranties with the flooring contractor. · Consider full-system warranties from setting material manufacturers. · Maintain comprehensive insurance coverage for property and liability related to flooring performance. · Consult legal counsel regarding this warranty and applicable state laws.

By purchasing and installing AutoStoneUSA porcelain tile, the Buyer acknowledges acceptance of this Limited Warranty.

**Filing a Warranty Claim**

To make a claim under this Limited Commercial Warranty, you must notify AutoStoneUSA within 30 days after you discover a problem. We recommend you notify AutoStoneUSA as soon as possible as warranty claims are of a TIME SENSITIVE nature.

**NEVER INSTALL A TILE PRODUCT THAT IS SUSPECTED AS HAVING A DEFECT.**

IT SHOULD BE SET ASIDE, DOCUMENTED (DIGITALLY), AND A NOTICE SENT TO [WARRANTY@AUTOSTONEUSA.COM](mailto:WARRANTY@AUTOSTONEUSA.COM).

To evaluate your claim, you will be requested to provide pictures, samples, or other evidence of defects. Your claim will be denied if you fail to notify us within the 30-day period after discovery, fail to provide us with requested sufficient evidence of defect, or you repair or replace products before we have made any determination of a warranty claim.

To file a claim, notify AutoStoneUSA within 30 days of discovery of the alleged defect (but no later than the end of the 10-year warranty period). Provide:

- Proof of purchase and installation date.
- Photographs, samples, and maintenance records.
- Description of the issue and affected area.

AutoStoneUSA will evaluate the claim and may require an independent inspection. Claims submitted after the 30-day notice period or without adequate documentation may be denied. Never remove or replace suspected defective tile before AutoStoneUSA authorizes the work, unless the delay would cause further damage (in which case notify us immediately).