



**TILE  
SPACE**



# THE TILE SPACE 10 YEAR GUARANTEE

At Tile Space we realize that choosing tiles is an important decision, and to help with that decision we like to give you even more confidence by offering our ten year product guarantee.

Our guarantee covers the performance of the tiles, from the date of purchase.

The guarantee covers the cost of the product supplied and reasonable installation costs of the product supplied. Tile Space is not liable for loss of profit or any consequential damages.

To qualify for a guarantee the selection and laying of the tiles should be conducted in accordance with current tiling standards and accepted tiling practice.

Claims must include a copy of the invoice and a statement made in writing to:

Tile Space  
P.O. Box 12378  
Penrose  
Auckland

or alternatively email [info@tile.co.nz](mailto:info@tile.co.nz)

## Conditions

There may be variations in shade and size between the sample and the delivered goods (and between one batch of goods and another) due to the manufacturing process by which tiles are produced. Variation in shade and size is not a defect.

We recommend additional goods should be retained to allow for wastage and repairs as the same batch may not be available at a future date.

Nominal sizes are indicated; actual sizes can and will vary between batches/suppliers. If mixing tiles, compatibility should be confirmed prior to purchase.

Whilst we may assist with and advise you in the selection of goods, it is your responsibility to ensure that the goods are suitable for the purpose you are using them for and that they comply with relevant regulations and specific requirements.

The customer acknowledges it is essential that goods be installed in accordance with manufacturer's directions & guidelines and relevant New Zealand building standards. We will have no responsibility for product failure caused by non observance of any such directions, guidelines & standards.

The customer acknowledges that:

- They do not rely in any way on us in relation to the use, fixing, installation or incorporation of the goods.
- We have no responsibility for the works of any trades person in installation of the goods, whether or not we may have recommended a trades person to you.
- The customer is responsible for checking the tiles prior to installation. Any claims must be made before the goods have been laid or installed. Installation and laying of goods constitutes acceptance of the goods. No claims can be made by you against us and we will not be liable to anyone once goods are laid or installed.