

20-Year Limited Warranty

Nurazzo LLC (“Nurazzo”) provides a **20-year limited warranty** against **wear-through** for Nurazzo products, subject to the following terms and conditions. This limited warranty applies exclusively to Nurazzo tiles that have been properly installed using Nurazzo-approved support products and in strict compliance with Nurazzo’s official installation and maintenance instructions.

In the event of any such failure of wear-through within the 20-year warranty period, Nurazzo’s sole and exclusive obligation shall supply individual replacement tiles of like or similar quality for the affected area(s). The cost of removal and installation of the replacement tiles shall be the sole responsibility of the user.

This warranty expressly excludes coverage for:

- **Improper Installation & Maintenance** – Any dissatisfaction arising from incorrect installation, use of non-approved maintenance materials, or failure to follow Nurazzo’s installation and maintenance instructions.
- **Surface Damage** – Stains, scratches, scuffs, discoloration from tracked-in residues, or any other intentional or accidental misuse of the product.
- **Subfloor Issues** – Moisture, alkali, hydrostatic pressure, or any damage resulting from subfloor failure, improper subfloor preparation, or contaminants originating from the subfloor.
- **Visible Defects at Installation** – Materials installed despite visible defects, color variations, or shading issues at the time of installation.
- **Premature Wear** – Damage caused by furniture, mechanical misapplications, or exposure to heavy rolling loads.
- **Acts of Nature & Force Majeure** – Damage due to fire, flood, extreme weather, geological events, terrorism, or war.
- **Setting Materials & Use** – Issues resulting from the use of non-approved or improperly applied setting materials.

Disclaimer: Nurazzo tiles are a natural product and, as such, variations in shading, texture, and appearance are inherent characteristics. Such variations are not considered defects and are not covered under this warranty.

NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS PROVIDED. The user assumes full responsibility for determining the suitability of the product for their intended use and accepts all risks associated with its application and handling.

Nurazzo shall not, under any circumstances, be liable for any incidental, consequential, or indirect damages, including but not limited to labor costs, inconvenience, property damage, or personal injury, arising from the use, installation, or replacement of its products.