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16 March 2023

Dear Sir / Madam

Re: Product Warranty 2023

At Ceramic Industries, we take the style and quality of our tiles very seriously. We endeavor to manufacture the best quality and design tiles available from around the world, allowing us to confidently guarantee the quality of our tiles.

We are pleased to offer you a 10 year guarantee on products from the following factories:

Gryphon Tiles
Samca +

Ceramic Industries will re-supply any first-grade tiles manufactured by us, which are defective or which wear excessively within 10 years, on the condition that the tiles are installed correctly and if the dirt traps (walk-off mats) are installed correctly at each entrance to the building. This installation should ideally be in the areas where people walk from parking facilities or untiled areas, on to the tiles.

The tiles manufactured and supplied by our Pegasus Factory carry a 7 year guarantee, and the same conditions of installations as per the content of this document.

All our floor tiles are tested prior to release into the market. We then identify all tiles with a recognized 'wear rating' and if applicable, a tested 'slip rating'. We provide clear advice regarding suitability of any tile for the purpose explained, and it should be understood that not all tiles are manufactured, or suitable to be installed in all applications.

Any claims for tiles that have obvious defects or blemishes, or that are not supplied as the selected shade or colour, must be made before the tiles are laid. It must be understood that tiles are a natural product, and that variations in size, shade, colour, and texture are an inherent characteristic of tiles. Therefore if the purchaser of tiles is not satisfied with either the colour, size, shade, or texture; or if there is concern that the surface may be blemished in some way, it must be reported before the tiles are laid. Once the tiles are laid, concerns or claims regarding these issues will not be entertained. Please refer to the installation details on the box prior to laying the tiles. If products are not installed in accordance with the installation guides, then the retail and manufacturer reserve their rights with regards to the extent of the guarantee offered.

Thank you for choosing products from Italtile and Ceramic Industries.

Kind regards



Gary Bowler