

Lioli® porcelain by Caesarstone Ltd. Flooring and Cladding

10 Years commercial limited warranty

What does the limited warranty cover?

Terms and Conditions

- A. This warranty applies only to Lioli® Porcelain by Caesarstone Ltd surfaces that have been permanently installed as cladding and as flooring ("the Products" and "the intended uses", respectively) that have not been moved from their original installation. This warranty will not apply to any other products or other uses of the Product.
- B. We warrant that the Product meets ISO 13006:2018 and the performance specifications of ANSI A137.1-2012. The Products are further warranted against manufacturing defects for the duration of the warranty, provided that the Product has been installed according to the Lioli flooring and cladding installation manual and relevant installation standards. The determination of whether a manufacturing defect exists and is covered by this warranty shall be made solely at our discretion, and our decision shall be final and binding.
- C. This warranty applies only to Product used for commercial purposes or public use. Commercial purposes include, but is not limited to, use in stores, restaurants, offices, accommodation facilities (including hotels, hostels, guesthouses, rental properties, and holiday apartments) or any other place of business. Public use includes, but is not limited to, premises designated for educational, healthcare, and other public-oriented activities.
- D. Except as noted herein, the duration of the warranty is 10 years from installation unless the Product is removed, altered or replaced prior to the completion of this 10-year duration.

The duration of the warranty for Safe-Grip+ Products (featuring higher slip resistance) is limited to 3 years as long as the Product was not removed, altered, replaced, or subject to damage that is not covered in this warranty.

- E. This warranty applies only to materials and/or services that have been paid in full.
- F. This warranty applies only to Product that has been used and maintained according to the Lioli Care & Maintenance guidelines that are available at <https://www.caesarstone.ca/care-and-maintenance/porcelain-surfaces/>. These guidelines may be revised as new products for care become available in the market. Please note that using unapproved topical treatments that are not set forth in the Care & Maintenance guidelines, such as natural stone cleaners, toners, sealers, and other unapproved chemicals (such as hydrofluoric acid, etc.), and/or coatings on the Product is prohibited and will void the warranty as it may damage the Product.
- G. To request service under this warranty, you must contact the company that sold you the Product or visit our website to contact us directly, and you must provide proof of purchase in the form of a copy of your original receipt or invoice showing: the name of the owner, the Authorized Dealer from whom you purchased the Product, the model and color of the Product, and the Product number. Upon receipt of the required documentation, we will fully honor this warranty even if you have not previously registered your Product with (subject to the terms and conditions herein). You must agree to cooperate with us or our authorized agents in the inspection of the Product and assist us in our efforts to perform our obligations under this warranty.
- H. Any online activity on our website (such as product registration and request for services) is governed by our terms and conditions that appear on the website located at <https://www.caesarstone.ca/privacy-policy/>, including with respect to the privacy policy that applies to your personal information provided to us at <https://www.caesarstone.ca/privacy-policy/>.
- I. In the event that the Product fails due to a manufacturing defect in the Product, we will, at our sole discretion, repair or replace the Product. We will seek to obtain the best possible result, whether we decide to repair your Product or replace your Product with an equivalent product, subject to stock availability. Replacement does not guarantee an exact color match. All decisions regarding this warranty are at our sole discretion, including but not limited to whether to repair or replace a Product that has failed due to a manufacturing defect. No representative, dealer, salesperson, distributor, or any other person is authorized to make any warranty or promises on our behalf with respect to the Product.
- J. You may have additional statutory rights in addition to those given to you under this warranty. This warranty does not affect your statutory rights.
- K. This warranty applies to all Products purchased and installed in Canada subject to the terms of this warranty.

What does the limited warranty not cover?

Exclusions

The following are not covered by the warranty:

Applications

1. Products used for staircases, raised floors and as an internal surface for a fireplace (i.e., the firebox) (but the outer surround of the fireplace is covered).
2. Products without Safe Grip / Safe Grip + technology used as flooring in wet or moisture-prone areas; Compliance with all applicable local slip-resistance standards and regulations is required.
3. Any use of the Product other than as flooring or cladding, including creative use that involve bending or curving the Product.

Surface/Finishes

4. Improper use or abuse and any resulting consequential damage. Improper use or abuse includes, but is not limited to, damage from: mishandling of the Product; exposure to flames or excessive heat; exposure to extreme humidity; physical abuse of the Product; application of unapproved chemicals to the Product; improper use that violates established safety or technical guidelines; and improper care and maintenance of the Product, including not following Lioli's [Care & Maintenance guidelines](#). Note that dark surfaces and glossy finishes may require additional care, as detailed in our Guide.
5. Damage caused by acts of nature.
6. Chips, cracks, divots, holes, scratches, abrasions or marks caused by striking, knocking and/or dragging objects against the surface, or other damage to the Product resulting from excessive impact.

7. Any damage caused by a chemical reaction, including but not limited to, chemical reactions caused by using cleaning materials not approved or permitted by our Care & Maintenance guidelines.
8. Marks such as metal marks, footprints, smudges, stains, water stains, or other imperfections that have been caused by natural wear due to daily use.
9. Naturally occurring variations in the color, background tone and particle structure. These characteristics are inherent to the Product because the slabs are manufactured from natural materials and are unique in their composition. The Product may differ from marketing samples or photographs provided to consumers, dealers and retailers, which are only representative and not an exact replication of what will be installed at your site. There can also be variations in appearance dependent on artificial or natural lighting. These differences and variations are not considered to be manufacturing defects.
10. Small irregular "spots" or "blemishes" relative to the matrix of the color. Certain levels of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material and do not constitute a manufacturing defect.
11. Flaws caused by atmospheric agents, moisture, and environmental conditions.
12. Aesthetic issues that are not manufacturing defects but are based on your personal preference. If during or after installation you decide you want a different model or finish or are not satisfied with the Product based on your aesthetic opinions or personal preference, that decision is not covered under this warranty.

Installation

13. Beyond the necessary costs required to repair or replace the Product pursuant to this Warranty, as decided by us, we will not cover any additional costs. This includes, but is not limited to, labor fees, disposal, cleaning, plumbing, electrical, tile or wall surfaces, cabinets, transport expenses, etc.
14. Any failures due to installers' work or the installation of the Product. Installers are professionals who operate their business completely independently. We are not responsible for any action or omission of installers. Therefore, any failures resulting from installation, including failure to comply with relevant installation standards and Lioli's guidelines, are the sole responsibility of the installer of the Product. If you have complaints of this kind, you should contact the installer who you engaged to perform the work.
15. Any defects that were visible at the time of installation and were not avoided. Installers are required to perform a visual inspection of the Product prior to installation.
16. Seam appearance or seam performance and the failures of adhesives, caulk, or other accessory items. Once the Product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate or foundation and improper installation. These issues are not Product defects.
17. We are not responsible for damage or injury caused in whole or in part by acts of God (such as extreme weather conditions, earthquake, etc.), exposure to corrosive contaminants (including but not limited to salt water or chemicals in storm waters), job site conditions, architectural/engineering design, structural movement, defects in a building structure, acts of vandalism or accidents and/or damages that were caused by storing and/or loading and/or shipping the Product in an unreasonable manner and/or not according to Lioli's recommendations.

EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY, WE SHALL NOT BE RESPONSIBLE IN EITHER CONTRACT, TORT, OR OTHERWISE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OR LOSS ARISING OUT OF THE USE OR THE INABILITY TO USE THE PRODUCT COVERED BY THIS WARRANTY, INCLUDING ANY DAMAGES OR LOSS THAT OCCUR DURING THE PERIOD THE WARRANTY CLAIM IS BEING PROCESSED AND UNTIL THE PRODUCT IS REPAIRED OR REPLACED. OUR MAXIMUM LIABILITY TO YOU FOR THE PRODUCT SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE YOU PAID FOR THE PRODUCT.

THE FOREGOING IS THE COMPLETE WARRANTY AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO THE PRODUCT. WE EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL, OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY AND ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

This warranty gives you specific legal rights, and you may also have other rights under laws which vary from State to State or Province to Province.

How to report a claim

1. Visit <https://www.caesarstone.ca/customer-service/contact-us/> and enter all relevant information.
 - Describe the case in detail, including pictures of the issue in question
 - Enter valid email and contact number
 - Provide proof of purchase (paid in full receipt)
2. An email will be sent to you with confirmation of the case submission.
3. A Customer Care representative will contact you within 3-5 business days.

Warranty registration

1. Visit <https://www.caesarstone.ca/customer-service/warranty-registration/> and enter your contact and product information to register your Lioli warranty.

IMPORTANT

- Enter your email address to receive confirmation of your Lioli Warranty Registration.
 - Attach your proof of purchase which includes the date of installation and relevant details.
2. Click Submit and enjoy peace of mind!