

Concrete products may exhibit efflorescence which appears as a white stain on some colored concrete products as the result of moisture evaporation. Efflorescence is a common condition to which concrete products are susceptible. It generally clears up and eventually dissipates as concrete products age. Efflorescence is a condition that does not affect the structural integrity or the longevity of the product and is not covered under this warranty. Tile not installed immediately after delivery should be stored in a climate controlled environment.

Wausau Tile products are warranted to be free from defect in material and workmanship during manufacturing based on applicable industry standards. Warranty periods begin on delivery date of the warranted product and extend for the period listed below:

- Precast terrazzo products are warranted for two years.
- Terrazzo tile, plastic and metal pieces are warranted for one year.
- Framing and aluminum products are warranted for two years.
- Powder coating is warranted for two years.
- Thermo-plastic coating is warranted for five years.
- Concrete site furnishings are warranted for two years.
- Pavers are warranted for three years if properly installed according to both project specifications and Wausau Tile installation recommendations. Placing pavers on non-Wausau Tile pedestals voids this LIMITED WARRANTY.

If any Wausau Tile product fails to perform due to a defect in workmanship or materials within the applicable warranty period, then Wausau Tile, at its sole option, will either repair or replace the defective product. The dollar amount of warranty coverage under this LIMITED WARRANTY shall not exceed the invoiced price for the defective product itself, excluding sales tax and freight. This LIMITED WARRANTY is void if the product is not maintained as recommended by Wausau Tile. Wausau Tile's warranty does not cover cosmetic scratches, dents, normal discoloration or fading. Due to inherent properties of concrete and cement products, it is normal for variations in shading or color to be present in a finished product or occur over time due to sunlight exposure or other environmental factors and such variations in shading or color are not covered by this LIMITED WARRANTY. Wausau Tile's LIMITED WARRANTY does not cover cracking, chipping or other damage caused by: (a) settling or other foundation movement regardless whether caused by man-made or natural environmental causes, (b) failure of the structure or its foundation, (c) failure of non-Wausau Tile products or (d) improper storage or handling after delivery. There is no warranty for damage caused by impact, vandalism, acts of third parties or natural disaster. Alteration of product, floor or tiles voids this LIMITED WARRANTY. Installation of structures, fixtures or utilities on or through the product without prior written approval from Wausau Tile voids this LIMITED WARRANTY.

As a precondition to validate any warranty claim, purchaser must present written notice of a warranty claim to Wausau Tile within 30 days after a warranty claim accrues or within 30 days after purchaser first notices an alleged defect, whichever is earlier. If purchaser or its installer believes a defect exists, do not install the product; instead, contact Wausau Tile within 24 hours after notice of alleged defect and make a warranty claim to Wausau Tile. While this LIMITED WARRANTY is in effect, Wausau Tile and its agents shall have free access to inspect, test, repair or remedy the warranted product and Wausau Tile shall have the first opportunity to remedy any alleged defect.

In any dispute as to the LIMITED WARRANTY or defective product, the purchaser or Owner making a claim (Claimant) has the burden of proving all elements under applicable law plus: (1) the product was installed according to applicable industry and project specifications, (2) the product was maintained according to applicable maintenance recommendations, and (3) the product was defective within the meaning of this LIMITED WARRANTY. In the event a civil action is filed, Wausau Tile and Claimant shall attempt mediation facilitated by a mutually agreed upon neutral mediator before conducting formal discovery. At mediation, both Wausau Tile and Claimant shall each have a designated representative attend who has full authority to settle the civil action. Wausau Tile and Claimant shall be responsible for their own attorney fees and any other expense associated with mediation as well as paying for an equal share of the mediator's fee.