



718 S Greenville Ave, Ste 190
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Soci Natural Stone Tile

Natural stone products, including, but not limited to, travertine, limestone, granite, marble, onyx, and slate, are products of nature mined and cut from natural formations which may inherently contain high levels of variation. Because these products are mined and cut from natural formations instead of manufactured, quality warranties are limited to the specified representations in Soci product literature, trade product literature, and guidelines established by the Natural Stone Institute. Soci does not warrant natural stone products for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural defects on stone products. Soci will only consider warranty claims which are supported by evidence provided by Buyer establishing defects covered by this warranty.

Warranty

Tile and natural stone are subject to standard variances resulting from the manufacturing process or origin. Soci does not provide warranty on products that are within the industry standard variance levels. Shade variation is not a manufacturing defect and is to be expected.

Soci warrants to the original purchaser only, that it will provide replacement material or refund at our discretion of any product that falls outside of industry standard and/or is defective. No claim will be awarded to end-user if material was purchased through a showroom, contractor or other business. Shade replacement or material availability cannot be guaranteed.

Customer misuse including negligence, physical or chemical abuse is not covered by this warranty. Improper installation, installation defects or errors are not covered by this warranty. Labor costs for removal of tile and production installation of replacement is not included in warranty.

This Warranty is non-transferable and shall not apply to damage caused by the following:

- Failure to perform adequate maintenance including regular sweeping and vacuuming to avoid surface scratching
- Failure to perform regular washing with clean water and ph balanced cleaning materials
 - It is recommended to only use cleansers specifically designed for cleaning natural stone.
 - Never use any cleaners that contain ACID – when in doubt don't
 - Never use bleach, vinegar, or lemon juice as these can etch and eventually damage the stones surface
- Failure to clean spills in a timely manner.
- The application of wax or acrylics to surface of products

DISCLAIMER

Tile, by the nature of the product, is a material that is subject to variation in veining and/or color as well as technical specifications including but not limited to DCOF (Dynamic Coefficient of Friction). This is due to the variability of the natural raw ingredients and the production process itself. Any misuse of the product by the customer including physical or chemical abuse, or negligence is not covered under warranty. Installation



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defects or deficiencies are not covered by this warranty. Any defect visual or otherwise that is apparent prior to installation is not covered by this warranty. Any product installed for use or under conditions not recommended by SOCI is not covered by this warranty. Samples and merchandising are for general reference only. When alternative/restorative floor treatments are employed, it is the responsibility of the manufacturer of such floor treatments to verify compatibility and offer any product warranty/guarantee. Some treatments alter the tile surface characteristics and may involve alternate or increased maintenance procedures that may be inconsistent with SOCI original product recommendations. In no event shall SOCI be liable on any claim that exceeds the purchase price paid for the product.