

SOCI Limited Tile Warranty

SOCI prides itself on its customer service and product quality and therefore warrants that all its products are free of manufacturer defects under normal use and proper care. If defects are found, they are to be reported immediately including clear images of the defect. SOCI reserves the right to review the defect prior to approving any replacement material. All products must be inspected prior to installation. Visual defects or nonconformities apparent prior to installation voids this warranty. Additionally, SOCI warrants to the original purchaser only that it will provide replacement material or refund at our discretion of any product that fails to meet the requirements above.

Limited One Year Quality Warranty

Should any SOCI product fail due to a manufacturing defect, SOCI will replace the defective product pieces as it deems fit (installation not included). Products are covered for one year from date of purchase. This warranty is non-transferable and shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Improper installation
- Improper care or maintenance
- Exposure to extreme temperatures not rated for
- Scratch, impact or cutting
- Freight

VISUAL DEFECTS

Damages, shortages, and/or other receiving discrepancies must be reported upon receipt. Any damages not reported upon receipt must be repaired or replaced at the customer's expense. Please refuse the shipment if there is obvious damage to the outside packaging or if you suspect the product is damaged and contact SOCI immediately at returns@soci.design to begin the claim process. Our team will provide a Return Authorization number and instructions on how to proceed. Installation of any SOCI product constitutes a declaration that product has no visual defects.

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 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.