



## GENERAL TERMS AND CONDITIONS PERTAINING TO TILE INSTALLATION AND WARRANTIES

### 1. ORDERING, INSTALLATION AND QUALITY CONTROL

- a) LGSS is not responsible for the measurement of areas and final stock quantities required must be submitted by the installer/ordering party.
- b) Unless sufficient importation lead-time is allowed to import a single shade, we can not guarantee that a single shade will be supplied out of stock holding.
- c) Should a specific calibration (exact size) be required, this must be stated when ordering, and should a re-order be placed, LGSS cannot guarantee supply of the same shade or calibration.
- d) LGSS cannot take responsibility for incorrect shades being installed, all shades must be checked prior to installation. Batch codes will be printed on the box, and if this is not legible then the shade must be carefully checked by eye under sufficient lighting conditions prior to installation.
- e) Tiles must be checked for visible defects prior to installation; including calibration, shade, curvature and surface quality. LGSS will not be held liable for these during or after installation.
- f) To limit damage to the tiles during installation, we recommend that they are suitably protected after installation until construction has ceased.

### 2. PERFORMANCE AND TECHNICAL ASSURANCES

- i) LGSS prides itself on the use of technically superior factories that will provide genuine testing certification, and all tiles supplied are guaranteed to meet the ISO standards declared.
- ii) With the support of the factory concerned, LGSS guarantees that the technical capability of the tile will perform according to the ISO and/or SANS category as declared by the factory.
- iii) All tiles recommended by a LimeGreen representative for installation within specific areas of a project will be covered with a 10-year performance guarantee against reasonable surface wear and tear experienced from normal commonplace traffic pertaining to that environment.
  - i) Should item 3a under "Cleaning and Maintenance" below not be followed, all performance guarantees will fall away.
- iv) Should, during or after the installation process, the tiles be placed under adverse loads or stresses that exceed the declared technical capabilities and the tile's ability to perform, failure or damage may occur and LGSS will not be held liable under these adverse circumstances.
- v) In the event of a dispute for excessive damage under reasonable wear and tear conditions, the tile will be sent to an independent testing laboratory. Should the tile not conform to SANS and/or ISO standards then it will be deemed not to be fit for purpose. Should it pass these tests it will be considered as compliant and LGSS will not be held responsible for any replacement costs whatsoever.
- vi) It is the installer's responsibility to ensure the best installation methods are followed. The installer must precisely follow installation guidelines supplied by industry professionals TAL to ensure that best practice



# LIMEGREEN

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and industry standard is achieved / surpassed. This will extend the lifespan of the tile. A Generic installation specification chart can be found here under 'Porcelain Tile Maintenance': [www.limegreenss.co.za/technical/](http://www.limegreenss.co.za/technical/) (For technical assistance, please contact the technical Advice Supervisor at Tal on 011 206 9814).

- vii) It is recommended that the installer should be certified by TAL for best installation results, and LGSS will not be held liable for tile failure due to any incorrect installation methods undertaken by the installer.
- viii) If, without consultation with LGSS, tiles are installed into potentially sensitive environments to which the technical characteristics of the tiles are not suited then LGSS will not be held liable for issues whatsoever.
- ix) LGSS will not be held liable for damage to persons or property, or loss thereof, in the event of an accident occurring on tiles supplied by LGSS.
- x) LGSS recommend all tile cutting to be done at the factory and imported in its final form. Should tile cutting be required locally by a 3<sup>rd</sup> party, LGSS will require payment upfront and will not be held liable for any quality issues relating to the tile cutting whatsoever.

### 3. CLEANING AND MAINTENANCE

- a) **PLEASE NOTE:** All tiles require an initial once-off purge post installation to remove cementitious residue and return tiles to their original state. This must be done within 12-24 hours of grout application.
- b) It is not the responsibility of LGSS to clean the tiles post installation, and proper cleaning methods specific to porcelain stoneware from cleaning suppliers can be found at: [www.limegreenss.co.za/technical/](http://www.limegreenss.co.za/technical/) or <https://indd.adobe.com/view/e584a84a-9f71-48cc-8c5b-188a6eaaa961>
- c) Alternative cleaning methods can also be requested from industry professionals, however it is vital that professional cleaning advice be followed to ensure easy on-going maintenance and tile longevity.
- d) LGSS will not be held liable for tile damage or onerous maintenance resulting from improper cleaning methods.