

### DSD Multi-Purpose Tiles Warranty

1.  
DSD Multi-purpose tiles feature a limited 15 year warranty to the original purchaser to be free from *defects* in material and workmanship. The word "defect" is defined as imperfections that impair the use of the product. Defects resulting from misuse, abuse or negligence will void this warranty. This warranty does not cover defects due to alterations or accidents. This warranty does not cover damage caused by vandalism or "acts of God" or any other events beyond the control of the manufacturer. See Annex A for warranty details.
2.  
This warranty is non-transferable and is expressly limited to the repair or replacement of the defective product. All defective products are to be returned where they were originally purchased, and are subject to DSD's return merchandise policy and agreement on file with DSD International Inc. It is mandatory to obtain written authorisation from DSD International inc. for all return of merchandise.
3.  
This warranty does not cover scratching, scuffing, tearing, cosmetic damage, or other wear and tear resulting from normal use of the product. In addition, any damage resulting from intentional damage, negligence, unreasonable or inadequate use, including inappropriate uninstallation, will void this warranty. See Annex B for uninstallation instructions.
4.  
Liability for incidental or consequential damages is excluded from this warranty unless it is a legal obligation under the law .While every attempt is made to embody the highest degree of safety in all products, the absence of injury risk cannot be guaranteed. The user assumes all risk of injury resulting from the use of this product. The purchaser should pay special attention to all codes, laws, specifications and ratings for products specifically used in play areas, playgrounds, and other recreational uses where the safety of children and others are concerned. All merchandise is sold under this condition, and no representative of DSD International Inc may waive or change this policy.
5.  
This warranty is in lieu of all other warranties, expressed or implied, that have or may in the past have been issued by DSD International Inc. This warranty is the only one in force and cannot be changed or amended without the consent in writing and approved during the executive meetings by the management of DSD International Inc. No other warranty issued by any representative and/or distributor can hold DSD International Inc liable.

**ALL WARRANTY CLAIMS MUST BE ACCOMPANIED BY A SALES RECEIPT. REPORT PRODUCT DEFECTS TO THE COMPANY WHERE PRODUCT WAS ORIGINALLY PURCHASED.**

**Warranty Exclusions:**

- All shipping costs, back to company/warehouse for replacement, exchange or refund.
- All damage resulting from chewing gum or any type of food.
- All changes in color or shade: Due to different production batches, the dye used, surface finish shade caused by the molds of production.
- All damage resulting from improper installation or failure to follow recommended installation instructions.
- All damage caused by improper use of chemicals and/or cleaning agents.
- All damage from chemical reactions. This product is NOT recommended for use where food preparation takes place such as commercial kitchens. These flooring tiles are not compatible with cooking oils and some oils from vegetable fats - These materials can cause injury from A) slipping and B) unwanted microbial growth by impregnating the floor surface. Adequate testing of all chemicals potentially exposed to the flooring should be conducted prior to installation.
- All damage resulting from staining by tires. Many tires contain phenaline diamine (6PPD), which can be damaging when tires are hot and can transfer stains onto tiles. Also, tires can bring in chemicals or materials from road surfaces that could stain the floor tiles. It is recommended that darker tiles be used to cover areas where tires and potential fluids may be leaked from any vehicles. White tiles or lighter shades of tiles are not recommended for use in these areas.

**Annex A**

Limited warranty pro-rated according to the following chart.

<b><u>15 year Warranty - DSD Multi-Purpose Tiles</u></b>	
Smooth TILE-121	less than 2..... 100%
	less than 3..... 90%
	less than 4..... 80%
	less than 5..... 70%
	less than 6..... 60%
Ribbed 0.003" TILE-123	less than 7..... 55%
	less than 8..... 50%
	less than 9..... 45%
Ribbed 0.008" TILE-128	less than 10..... 40%
	less than 11..... 30%
Flat surface TILE-120	less than 12..... 20%
	less than 13..... 10%
Applicable for all tile colors	less than 14..... 7%
	less than 15..... 5%

No returns on guarantee will be accepted without first obtaining an AUTHORIZATION NUMBER by DSD International Inc. Billing Department by calling 418-338-3507 ext.231

No return of merchandise will be accepted after 10 days of the shipment date. Please check your order in detail upon receipt. All authorized return of merchandise, must be shipped prepaid by the sender, and is subject to a restocking fee of 20%.

**Annex B**

Uninstallation instructions.

