

LIMITED WARRANTY

WARRANTY COVERAGE

Z Collection warrants that our natural stone mosaics are free from manufacturing defects for a period of 30 day from the date of original purchase.

This warranty applies only to:

- Products purchased directly from Z Collection or an authorized Z Collection dealer.
- Products that are not a part of the Value Loft, or seconds, or sold as is.
- Products that are uninstalled or installed in accordance with industry standards and our recommended guidelines.

WHAT'S COVERED

- Broken or cracked pieces discovered before installation
- Excessive warping or sizing irregularities that prevent proper installation
- Adhesion failure due to mesh or backing issues (prior to installation)

WHAT'S NOT COVERED

Due to the natural origin of stone, this warranty does not cover:

- Natural variation in color, veining, shading, or texture
- Wear or damage resulting from improper installation or substrate movement
- Issues caused by improper sealing, cleaning, or maintenance
- Damage from impact, misuse, or chemical exposure
- Labor costs, installation costs, or removal and replacement of material

CLAIM PROCESS

To file a warranty claim:

1. Contact Z Collection via claims page. <https://www.zcollection.com/claims-returns>
2. Provide proof of purchase and clear photos showing the issue.
3. We may request a physical sample for inspection.

If a valid defect is confirmed, Z Collection will, at its discretion:

- Replace the affected material, or
- Issue a credit not exceeding the original purchase price

LIMITATIONS

This limited warranty is the sole and exclusive remedy for defective product. Z Collection makes no other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances shall Z Collection be liable for incidental or consequential damages.