



Carpet Den Interiors

First Step to a Beautiful Home

Builder Services Tile Warranty General Terms & Conditions

- 1.** Carpet Den will warranty the tile and labor for 1 year (excluding caulking and grouting). For each home, the warranty will expire 1 year after the closing date, no exceptions. If the request is submitted before the closing date, it is considered valid even if the request has not been completed.
- 2.** All warranty requests must be submitted through the online warranty forms available on CarpetDen.com. Warranty Requests that are emailed to Builder Services, without the form filled out, will be disregarded. Pictures that are emailed to Builder Service along with the form filled out are acceptable.
- 3.** Carpet understands that some warranty requests are urgent, but a 7-10 business day notice to schedule a warranty request repair is preferable.
- 4.** Builder Services provides communication with the Builder for scheduling and installation issues regarding the warranty request. All billing questions or information are to be discussed between the Carpet Den Representative and the Builder Representative.
- 5.** Times will vary on each installation due to the nature and amount of work being done and some inconvenience should be expected. This will be kept to a minimum as much as possible.
- 6.** Builder is responsible for providing power, water and heat (if temperature drops below 32 degrees). Installer will provide heat during working hours while on the jobsite. The builder is responsible for providing the work area with heat while installer is not present (ex: night time, during non-working hours). Carpet Den is not responsible for grout discoloration, grout cracking, grout popping or tile popping if work area is not properly heated during these times.
- 7.** Builder is responsible for a point of contact and access to the house.
- 8.** Caulking and Grouting is not a warranty item. The builder or homeowner will be charged for these items.
- 9.** If a warranty repair requires new grout that will be installed next to grout that has already been installed, Carpet Den does not guarantee that the same color grout will match. Carpet Den is not responsible for grout not matching existing grout.
- 10.** Tile in a rectangular shape (example: subway 3x6, 4x16, 12x24, etc) may cause lippage/shadowing if installed on a brick set pattern. Carpet Den is not responsible for lippage/shadowing in this case and suggests that these sizes be placed in a staggered, 1/3 offset, random, or straight lay. Please keep in mind that these patterns will only help hide the lippage, and some lippage/shadowing may be visible.
- 11.** Once installation is complete, the installer will clean up his area of work.