

QUANTUM

Our commitment to you

The Quantum Guarantee

At Quantum Group, we understand that selecting tiles is an important decision and we carefully work to source high quality and on-trend tiles of which are all manufactured according to International Standards. This allows us to confidently guarantee the quality and performance of our tiles for up to 15 years, or as indicated on each product data sheet.

Tiles from Quantum Group are sold according to our current terms and conditions of trade and are guaranteed for up to 15 years. This guarantee will cover the cost to supply replacement tiles and the reasonable cost of installation of the tiles supplied. This guarantee is limited to tiles and does not extend to natural stone products, end-of-line, or clearance tiles. It must be noted that there is no guarantee that replacement product will be the same batch, size or exact texture which is inherent to tile supply.

Our displays, literature, data and information sheets identify the suitability for wall or floor applications. It is up to the end user to ensure appropriate application. We provide clear advice regarding suitability for purpose of our products and it must be understood that not all tiles are manufactured equal or suitable to be installed in all applications.

IMPORTANT

Installation is deemed to be acceptance. It must be understood that tiles are man-made from a natural product, and that variations in size, shade, colour, and texture are an inherent characteristic.

Once the tiles are laid, concerns or claims regarding aesthetics will be regarded as invalid. Some tiles are covered in a wax protective layer when supplied and a sample of these should be cleaned prior to the tiles being laid to check that the correct shade and texture has been supplied and that the tiles are free from any defects or blemishes and the above still applies. Installation is deemed to be acceptance.

CLAIMS

To make a claim - please send a copy of invoice along with statement outlining issue to:

Quantum Group
PO Box 8044
Palmerston North 4412

Alternatively, email this through to accounts@qcg.co.nz

CONDITIONS

Users are expected to take reasonable care of tiles by installing suitable gliders on furniture, using mats at entries, and avoiding abrasive or corrosive cleaners. Tiles should only be used in accordance with manufacturers' recommendations. This guarantee does not extend to defects or excessive wear caused by abuse, misuse, or faulty installation. Any benefits listed or implied in this Guarantee are in addition to any consumer rights or remedies that apply under relevant Laws including the Consumer Guarantees Act 1993.

