



## WARRANTY

This program provided exclusively by THEA, INC., dba ROXIPAN™ & ROXIPAN US™ a California corporation (hereafter “ROXIPAN US”) warrants a limited lifetime structure warranty for residential and light commercial applications as well as a ten (10) year finish warranty for residential and three (3) year finish warranty for light commercial or industrial use on all ROXIPAN™ products, consisting of customized concrete panels and flooring boards. This warranty is extended to the original purchaser only and is not transferable. It is the responsibility of the installer and/or home owner to inspect the panels or flooring prior to installation. Panels or flooring that are visually or physically not acceptable and/or defective as described herein should not be installed and returned as provided herein. ROXIPAN US accepts no responsibility for costs of product or labor after panels or flooring with visible defects have been installed.

Qualified, professional, experienced technicians or licensed contractors should install ROXIPAN™ products. Failure to use installation recommendations made by ROXIPAN US (See Below) may void your warranty.

### Limited Lifetime Structure Warranty

ROXIPAN US warrants that the panels or flooring sold under this Warranty are, at the time of sale, free from defects in material and manufacture and that it conforms to ROXIPAN US standard specifications for the product category. ROXIPAN US further warrants that when professionally and properly installed and maintained according to ROXIPAN US specifications and when used according to its intended purpose, the panels or flooring will not delaminate, separate, buckle or cup as a result of a manufacturing defect. (Visit the following links for ROXIPAN™ products [installation](#) and [maintenance](#))

If your ROXIPAN™ product fails for any of the above reasons, ROXIPAN US will replace or repair, at its option, a portion, or all of the panels or flooring at no cost to the original purchaser as long as the original purchaser still owns the property where the panels or flooring were installed. ROXIPAN US warranty is only extended to panels or flooring maintained in normal environmental conditions; Meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 60°F to 80°F year round.

Color variations, mineral streaks are considered part of the natural character and beauty of concrete and are not considered manufacturing defects.

## Finish Warranty

ROXIPAN US warrants that the factory-installed finish on the panels or flooring is, at the time of sale, free from defects in material and manufacture and that it conforms to ROXIPAN US standard specifications for the finish. ROXIPAN US further warrants that when maintained according to ROXIPAN US cleaning and maintenance instruction and used for its intended purpose, the finish will not wear through to bare wood for 10 years from the date of purchase for residential and 3 years for light commercial. Finish warranty excludes any surface checks/splits caused by improper environmental conditions, scratches, and indentations, color change from indoor UV light or sunlight.

The ROXIPAN US installation and maintenance instructions for panels or flooring MUST be followed as a condition for these Warranties to have effect. You may obtain these instructions directly from ROXIPAN US by downloading or printing them from this website.

## Warranty Exclusions

- Failure to maintain the environment at a humidity range of 30% to 50% year round and a room temperature of 60° to 80°F.
- Color variations found between samples and final delivery.
- Color variations after exposure to UV light or sunlight which are a natural occurrence. For these reasons, new or replacement panels or flooring may not match display samples and/or existing flooring.
- Improper installation/maintenance and failure to adhere to ROXIPAN US installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect panels or flooring boards prior to installation. ROXIPAN US accepts no responsibility for costs of product or labor when panels or flooring boards with visible defects have been installed.
- Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, application of solvents, corrosives or other chemicals to the concrete, color change, fading or damage due to exposure to the sun, excessive pivot and point-loads, spike-heeled shoes, unpadded furniture feet, water, damage from sand, pebbles or other abrasives or other unintended uses.
- Installation over radiant floor heating with a surface temperature in excess of 85° F.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters is excluded from ROXIPAN US warranties.

## Customer Service

Any claim under the Residential or Commercial Limited Warranties shall be made within 30 days after it has been detected. Proof of purchase, including the date of purchase, must be presented to make a claim.

If ROXIPAN US accepts a claim under these Limited Warranties, it will repair or replace the affected ROXIPAN™ panels or flooring. These warranties are not transferable. They extend only to the original purchaser.

## Disclaimer — Terms of Use

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of ROXIPAN US. Some states do not allow the limitation on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from State to State.

Questions or concerns?



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