



RADTile

Product Warranty - Download

The benefits provided under this guarantee are offered in addition to any rights and remedies available to consumers under the Trade Practices Act and comparable State and Territory legislation in Australia and New Zealand.

These benefits do not replace or limit any statutory rights. This guarantee is subject to the terms and conditions outlined below.

The 10-year guarantee period begins from the purchase date shown on the original sales invoice. Installation of the RADTile is deemed acceptance of its appearance, colour, shade, quality, style, and dimensions. Once the material has been installed, no claims relating to these factors will be accepted.

INSTALLATION OF THE PRODUCT CONSTITUTES ACCEPTANCE.

Please be aware that certain issues which arise after installation may relate to the installation method or the underlying substrate and associated materials. Ceramic tiles must be installed strictly in accordance with the relevant adhesive manufacturer's instructions and/or AS3958.1-1991 "Guide to the Installation of Ceramic Tiles."

Details provided above are correct at the time of issue, however Fortra Australia Pty Ltd reserves the right to correct any error which may occur from manufactural processes. The information provided in this Product Warranty Download is updated regularly; it is advised to speak to our team, or make further enquiries as to the intended use or application of the RADTile Product.

Please contact our specialist team on 02 4608 9582 Monday to Friday 9am to 3pm, or email: hello@fortra.com.au to confirm all details, specifications and product availability.





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This guarantee does not apply if it cannot be clearly demonstrated that all substrate materials and adhesives were suitable for use and correctly applied.

We recommend purchasing an additional 5%–15% of tiles to allow for breakage during or after installation. Fortra does not guarantee ongoing availability of tiles in the same colour or pattern once the initial purchase has been made.

Once tiles have been installed, Fortra will not accept liability for shading variations or visible faults. Tiles that show obvious manufacturing defects should not be laid. All ceramic tiles may become slippery when wet. Fortra accepts no responsibility for accidents resulting from incorrect tile selection, improper maintenance, or careless use.

If a purchaser submits a claim under this guarantee, Fortra may, at the company's sole discretion:

- (i) repair or replace the goods;
 - (ii) supply goods of equivalent type; or
 - (iii) cover the cost of replacing the goods, repairing the goods, or obtaining equivalent goods.
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