



**SAN JUAN VENTURES**  
FINE IMPORTED WOODS

## **SAN JUAN VENTURES MOSAIC LIMITED WARRANTY**

This warranty describes the terms and conditions of the limited warranty offered by San Juan Ventures, LLC ("SJV") on its mosaic products intended for indoor use which have been manufactured in accordance with SJV's recommendations and specifications.

Mosaic made of assemblage of small pieces such as glass and stone. Each piece of mosaic is unique, have variations in color and texture. Mosaic shining bright and color will degrade over time, unless properly maintained.

### **Installation Requirements for Mosaic Products**

This warranty is subject to the mosaic being used in accordance with the following requirements:

1. All mosaic must be inspected and photographed within fourteen (14) days of delivery.
2. All mosaic shipment crates must be photographed PRIOR to opening the crates and removing product. Photographs must be date stamped.
3. All mosaic products must be photographed after crate has been opened prior to removal from crate. Photographs must be date stamped.
4. All mosaic products must be inspected and photographed within fourteen (14) days of delivery. All photographs must be date stamped.
5. Any defect must be carefully documented and submitted to San Juan Ventures within 14 days of delivery to qualify for warranty or insurance claims.
6. Photographs must be taken at key installation points, as outlined in the installation instructions, to demonstrate adherence to SJV installation instruction.
7. All mosaic products must be installed within 30 days after delivery. Final date stamped installation photographs must be submitted within 30 days.
8. Purchaser must follow all manufacturers installation instructions provided with order.

### **Maintenance Requirements**

This warranty is subject to the following maintenance terms and requirements:

1. The mosaic must be maintained with regular applications glass cleaning. Glass cleaner in spray can be used to clean the mosaic surfaces. Used the sponge, microfiber cloth/ soft lint – free cloth to clean up and avoid bristled tools as these will scratch the mosaic surface.
2. No harsh chemical cleaning agents are to be used on the mosaic products.
3. The mosaic products should be installed according to the manufacturer recommendations.
4. The mosaic products should not be moved from intended installation site and conditions.



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### Warranty Exclusions

This warranty does not cover:

- Improper use of the mosaic products, including failure to comply with the installation and maintenance specifications set forth in this warranty.
- Accidental damage to the mosaic, including chemical liquid, burns, scuffs, stains, etc.
- Excessive wear and tear.
- Damage caused by improper use (including use as outdoor mosaic if proposed as an indoor product) or maintenance.
- Damage caused by modifications or alterations to the mosaic products.
- Damage or defects caused by refinishing or the use of chemical treatments or protective coatings not recommended by SJV.
- Damage caused by carriers delivering the mosaic products.
- Variations in appearance and changes, which result from normal expansion and contraction and other aging characteristics of mosaic.

### Limited Two-Year Warranty

Provided that the mosaic products is installed and maintained in accordance with the requirements described in this warranty, SJV warrants to the original purchaser that the mosaic will be free from defects in material and workmanship for a period of two (2) years from the date of delivery, except as otherwise excluded by this warranty.

THIS WRITTEN WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY SJV. EXCEPT AS SET FORTH HEREIN, THERE ARE NO WARRANTIES MADE, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER WARRANTY.

In no event shall SJV be responsible for consequential or incidental damages, such as loss of use, inconvenience, loss or damage to personal property, whether indirect or direct, and whether arising in contract or tort. In no event shall SJV's responsibility exceed the purchase price of the mosaic products.

To make a claim during the warranty period, email SJV a description of the claim accompanied by date stamped photographs as outlined above demonstrating the defect. Also provide date stamped photographs of humidity reading placed in front of the installed mosaic. A SJV representative will contact you regarding any additional information or inspection required to verify the claim. If the mosaic products are covered by this warranty, SJV will, in its sole discretion, either repair or replace the product, which may be a substitute piece of similar design and quality. This warranty does not include shipping costs related to a product replacement. Shipping costs of product replacements are the responsibility of the purchaser.