

Pearl® Fireclay Ceramic Limited Lifetime Warranty

Pearl® Fireclay Ceramic Limited Lifetime Warranty provides assurances to the consumer that the Pearl® Fireclay Ceramic is free from defective manufacturing and workmanship for the lifetime of the product, which is the duration of (1) year. Homeowners must claim any and all manufacturing and workmanship defects within the first year of installation.

Pearl® Fireclay Ceramic Limited Lifetime Warranty reserves the right to either provide credit, parts, or a replacement. It is under Pearl®'s discretion to issue a full product replacement or a replacement part if the product in question is eligible for the warranty. **In the case that a replacement is necessary, the homeowner will only receive a replacement of the same value or of the same model.**

Pearl® is not responsible for any costs associated with the replacement or return of the Pearl® product and is not responsible for any costs or damages associated with the installation or removal of the Pearl® Fireclay Ceramic including the replacement of parts.

Pearl® Fireclay Ceramic Limited Lifetime Warranty coverage excludes: *a) damages and problems originating from improper installation, b) finish reduction, c) scratching and staining, d) damage from chemical cleaners, e) damage from abrasive cleaners, f) damage from atmospheric and environmental conditions, g) damage to material from external force i) other external damages not listed here.*

Any damage or incidents associated with the Fireclay Ceramic will not be the responsibility of Pearl®. This includes but is not limited to, *flooring damage, water stains, cabinet damage, appliance damage, clogging of the drain, or accidents resulting in physical harm.*

The liability of Pearl® only covers the Pearl® Fireclay Ceramic and shall not exceed the purchase price of the product. **Pearl® Fireclay Ceramics are only warrantable for home use only, any commercial usage voids the warranty. The warranty of Pearl® is voided if damages are caused by the following: environmental disasters (fire, earthquakes, floods, storms) misuse, abuse, and any other external causes not listed here. Any damages, harm, or legal building code compliance resulting outside the physical Fireclay Ceramic are the responsibilities of the homeowner and installers.**

Installations that are not done by a licensed trade professional are not the responsibility of Pearl® and the warranty would then be voided. All installations are to be tested before use by the installer.

To be eligible for the Pearl® Fireclay Ceramic Limited Lifetime Warranty, The Fireclay Ceramic must be in its original installation position, if the Pearl® Fireclay Ceramic has

been relocated in any way, the warranty will be voided. Relocation of the Pearl® Fireclay Ceramic includes the installation of the Fireclay Ceramic to a different location in the home, in a new home, in its originating location after a home is rebuilt, or if the Fireclay Ceramic was used for commercial use.

To qualify for Pearl® Fireclay Ceramic Limited Lifetime Warranty, the homeowner must provide the following:

- Proof of Authenticity of the Fireclay Ceramic
- Proof of Original Installation Date. Documents acceptable for proof can include the following:
 - Original Receipt from the Origin of Purchase
 - Packing Slip
 - Invoice from Plumber or Supplier.

To prove the product in question is a Pearl® Fireclay Ceramic, the homeowner **must provide pictures of the Fireclay Ceramic in its entirety and a picture of the Pearl® Logo.** The picture of the whole Fireclay Ceramic must be clear and identifiable as Pearl® Fireclay Ceramic. The picture of the logo must clearly show the logo, **pictures that are distorted or doctored by software will not be accepted.**

To claim a Pearl® Fireclay Ceramic Limited Lifetime Warranty please fill out the form [here](#)

Or

Email us at support@lifewithpearl.com