

AVAILABILITY AND LEAD TIME

Nearly every tile we produce is made to order. Therefore, our production times vary and are not guaranteed. Every effort is made to adhere to the following guidelines: small orders, 2 to 4 weeks; medium to large orders, 4 to 8 weeks; extremely large, complicated or customized orders, by quote. Please inquire as to the current lead time when placing your order.

ORDERING EXTRA TILES

We recommend that you order 5–10% extra. This overage allows for the possibility of breakage during installation, for greater range selection, and extras in case of damage in the future. Ordering proper quantities is essential, as matching tiles exactly to previous batches can sometimes be difficult.

INSPECTION

Inspect your tile immediately upon delivery. In the event that tile have been lost or damaged in shipping, a freight claim must be made within 5 days of delivery. Installation signifies acceptance and no post-installation adjustments will be made.

RETURNS/CANCELLATIONS

Returns are not accepted on made to order tile unless they are defective or damaged in shipping. Cancellations are not accepted on tile already in production.

TILE SIZES

Motawi Tile is sized to fit together using a $\frac{3}{16}$ " grout space. The actual size of a Motawi Tile is $\frac{3}{16}$ " less than the stated or nominal size. Thus a 4x4 is actually $3\frac{13}{16}$ " x $3\frac{13}{16}$ " square. Motawi field, polychrome and relief tiles are generally $\frac{5}{8}$ " thick.

GLAZES

Motawi's art glazes vary significantly in shade, hue and surface quality. This natural variation is intrinsic to their beauty. To avoid misconceptions we require all customers to approve a range sample (3–6 pieces of the same glaze showing the variation to be expected) before placing an installation order. By approving a range sample, you acknowledge that all or part of your order may vary just as the range sample varies. Our tile showrooms have range samples. Be sure to check the usage for each glaze before ordering. Some glazes are recommended for the wall only. Some of our glazes are not suitable for use on our architectural moldings.

INSTALLATION

Installation should follow industry guidelines, which can be found in the Tile Council of America publication "Handbook of Ceramic Tile Installation." Contact the TCA at www.tileusa.com for more information.

GROUT

Sanded grout is generally considered necessary for grout spaces over $\frac{1}{8}$ " and is recommended for all Motawi Tile installations. Some dark grouts may stain light colored glazes and some light grouts may stain dark colored glazes. Test a sample before grouting. Installers will find that taping off relief tiles can dramatically reduce cleanup time.

CLEANING

To keep your Motawi Tile looking its best, we recommend regular cleaning with nonabrasive household cleaners. We do not recommend the use of acids or abrasive cleaners.

SEALERS

Sealers are not required, nor will they harm Motawi tile. In certain applications sealing may be required for protecting grout.

FIELD TILE ABSORPTION

Testing has determined that Motawi Tile Field Tile is semi-vitreous, with a water absorption rate of approximately 6.47%. It is appropriate for most interior applications. It may be suitable for certain exterior applications, but performance is not guaranteed for such uses.

POLYCHROME TILE ABSORPTION

Testing has determined that Motawi Polychrome Tile is non-vitreous, with a water absorption rate of approximately 8.11%. It is appropriate for most interior applications. It may be suitable for certain exterior applications, but performance is not guaranteed for such uses.

BREAKING STRENGTH

The average breaking strength for both Motawi Field and Polychrome tile is 2264 lbf (foot-pounds).

SURFACE HARDNESS

The average MOH's Hardness for Motawi Field Glazes is 6, with 1=talc and 10=diamond.

LIMITED ONE YEAR WARRANTY

Motawi Tiles are warranted to the original consumer purchaser to be free from defects in material and workmanship for one (1) year from the date of installation. Where inspection by Motawi Tileworks, Inc. discloses any such defects occurring in normal usage within one year after installation Motawi will, at its election, repair or replace the product or make appropriate adjustment. Motawi is not liable for any direct or indirect costs associated with the repair or replacement of Motawi Tile including removal, installation or reinstallation. Motawi Tile should be inspected prior to installation and any defects must be reported at that time. Installation constitutes acceptance. Damage caused by inappropriate installation, accident, misuse, abuse, or improper maintenance is not covered by this warranty. Variations in color, shade, flow, grain, tonality, crazing, veining, and texture are inherent characteristics of Motawi Tile and are not defects. Variations in facial dimensions and thickness will be allowed as per industry standards. No warranties are made against crazing, scratching or wear due to: improper installation—including improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperatures, using improper chemicals or compounds, non-foot traffic wear or other similar incidents.

To obtain warranty service, contact Motawi Tileworks, Inc. at 170 Enterprise Drive, Ann Arbor, MI 48103, or call (734)213-0017, www.motawi.com.

IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY. SELLER DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Some states/provinces do not allow limitation on how long an implied warranty lasts, or the exclusion or limitation of special,

incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province. Any action for breach of this warranty must be commenced within one (1) year from the time the defect occurs or should have been discovered. Some states do not allow such a limitation on the time in which to sue, so the limitation may not apply to you.

THIS IS OUR EXCLUSIVE WRITTEN WARRANTY.