



Customer Service/Warranty

IMPORTANT INFORMATION

1. In rare instances, **staining may occur**. To test the resistance of stains, please place a single tile under your intended object for **48 hours**. These loads include, but are not limited to, **tires, heavy machinery, toolboxes, chairs, etc.** If staining does occur, we recommend applying a coat of acrylic floor sealer/finisher or floor wax on your tiles to prevent stains. It is also possible that **heavy loads** will leave a depression on Exelia. Typically, once the load is removed, Exelia should return to its original form.
2. To ensure there are no color variations, please use tiles from the same lot number listed on the box.
3. Exelia is resistant to chemicals spills. Please note that when chemicals are left **unattended**, the tiles may deteriorate over time. **Please clean spills as soon as possible.**
4. Solvents may stain or ruin the finish of Exelia. These solvents include, but are not limited, to **Gasoline, Acetone, Benzene, Toluene, etc.**
5. For a quick and easy installation, remove the tiles and spread them out on the floor and let your tiles adapt to the room temperature for **at least 24 hours** before you begin the installation process.
6. Exelia LW (50x50) will increase or reduce about **1mm (1/32 in)** for every **10°C (18°F)** of temperature variation. Please keep this in mind when installing Exelia and leave the proper space between Exelia and the wall.
7. White or light colored tiles exposed to dirt stains, dyes, petroleum products, or similar applications are not covered by this warranty.
8. Do not use pure bleach to clean the tiles, as this will discolor the tiles. Please use 1/4 cup of bleach to a gallon of water to ensure that discoloration will not happen.
9. Exelia is for **interior use only**.

Exelia's Limited Lifetime Warranty:

Exelia's limited lifetime warranty will provide you with years of outstanding service and satisfaction. "Limited Lifetime" is defined as the length of time to which the product has been installed and remains in the original purchaser's industrial/commercial property. "Industrial" is defined as any manufacturing facilities, warehouses, heavy forklift traffic areas, airplane hangars, or any loading and unloading areas. "Commercial" is defined as any residential homes, offices, gyms, retail- auto showrooms, garages, schools, food processing facilities and laboratories.

Exelia guarantees that:

1. Foot traffic will not wear down the product.
2. With preventative maintenance, stinky odors or mildew due to moisture will not form/develop.
3. The tile will remain flat during installation without any buckling under normal conditions and correct installation.

Exclusions and fine print:

1. Before installation, the original purchaser must inspect for any defects. If a defect is found, please contact the manufacturer at (877)-884-3129 or send an email to info.usa@exelia.biz.
2. Follow all instructions on the instruction sheet during installation, located on the packaging.
3. Damage caused by natural disasters, including but not limited to, earthquakes, floods, hurricanes, tornados etc., are not covered by this warranty.
4. Initial installation and reinstallation costs incurred by the homeowner or by any unlicensed contractor are not covered.
5. All claims of reimbursement are subject to review with approval from management and/or physical inspection by one of our representatives. We also accept digital media submitted by the original purchaser for inspection.