

JD Tile LLC Installation Warranty

We are professional craftsmen who stand behind our work and have a 1 Year Guarantee to prove it. We want our customers to feel confident in our ability to do the tile installation correctly. All tile installations come with a 1 Year Guarantee to be free from defects resulting from poor installation workmanship.

Warranty will cover replacement of any loose tile or grout due to improper installation for up to 1 year. Warranty will cover replacement of any cracked tile or grout due to improper installation for up to 1 year.

JD Tile LLC uses the Wedi System regularly for shower installations. We are certified in Wedi Products to ensure a proper installation. The Wedi Shower System eliminates leaks, reduces the potential for efflorescence and mold growth in the system, and dramatically reduces total installation time to ensure success and make shower installation easier than ever. JD Tile LLC will warranty installation of the Wedi System for one year. In addition Wedi has a comprehensive warranty of their products (available for viewing at <https://wedicorp.com/en/wedi-warranty/>). In addition to showers and tub surrounds, bathroom floors are also subject to moisture. JD Tile LLC uses Schluter®-DITRA which is a waterproof, uncoupling membrane that prevents the main cause of cracked tile and grout by absorbing movement stresses from the substrate and ensuring the integrity of tiled surfaces.

Warranty will cover leaks in Tile Showers that have been completely prepped by JD Tile LLC (in our system) due to improper installation for up to 1 year. The Tile Shower Warranty will be voided if shower was not completely prepped by JD Tile LLC. A completely prepped shower includes install of board, pan, slope, curb, waterproofing, niches and tile Installation.

Notification of a problem to JD Tile LLC regarding the installation provided by us is required immediately upon discovery of the alleged defect. Routine sealing of grout is recommended twice per year by the customer. Tile will be sealed after initial installation for all standard grout used by JD Tile LLC.

This Warranty is limited to the replacement of cracked tile or grout. JD Tile LLC will not be responsible for shade differences in the event tile or grout is needed for replacement. JD Tile LLC will not be responsible for materials in the event tile or grout is needed for replacement. It is recommended that the customer purchase a few extra pieces of tile for their projects. JD Tile LLC will not cover damage caused by neglect, abuse, abnormal use, acts of God, alterations after the installation provided us or any other cause beyond the control of JD Tile LLC.

Tile and stone should be inspected by the customer prior to installation and any defects must be reported at that time. Installation constitutes acceptance of the product to be installed. Damage to product caused by accident, misuse, abuse, or improper maintenance is not covered by this warranty. With respect to tile and stone, variations in color, shade, flow, grain, tonality, veining, and texture are inherent characteristics thereof and are not defects. Variations in dimensions and thickness will be allowed as per industry standards.

JD Tile LLC Installation Warranty

Warranty does not cover veining, scratching, falling objects, abuse, misuse, exposure to extreme temperatures, using improper chemicals or compounds, alteration of the surface with sealers or grout used after installation or other similar incidents. This warranty does not cover damage caused by disasters such as fire, flood, wind, and lightning; or any other abuse or misuse by the purchaser.

JD Tile LLC extends a limited one year warranty to the original purchaser, that the tile installation will be free from defects due to workmanship for a period of 1 year from the date of installation completion. This warranty specifically covers only cracks or breaks in material due to workmanship/installation and the warranty does not cover chipped or cracked tile due to neglect, abuse, abnormal use, acts of God, alterations after the installation provided us or any other cause beyond the control of JD Tile LLC.

Warranty is only valid if the customer stays off installed areas until proper set time has passed. The warranty will be null and void if the customer does not allow installation to set and cure as directed by our installers. If you have a problem with your installation, please call JD Tile LLC 860-348-6490. Please have your copy of the sales invoice number and the date of installation. Our representative will set up a repair appointment, or a product inspection as needed. To attain warranty service, the customer must contact JD Tile LLC and provide details of the issues along with proof of installation and copy of the sales invoice number along with the date of installation.