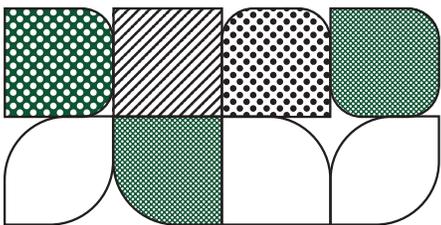


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### 1. ABOUT IVY HILL TILE

Ivy Hill Tile is a leading-edge tile retailer and manufacturer dedicated to delivering the highest quality tile products to our valued customers. Our team meticulously sources premium materials from around the globe, offering an expansive and diverse range of exceptional products in trend forward designs. Our vast inventory includes a wide variety of tile options, such as Large Format, Subway Tile, Luxury Vinyl Tile and Luxury Vinyl Plank, Mosaics, and Waterjets, among others. Established in 2005, Ivy Hill Tile

has consistently applied 21st-century business practices to create a customer-centric experience that is marked by innovation, efficiency, and forward-thinking solutions. We take pride in our commitment to excellence, and this dedication extends to our warranty policy, which is designed to ensure your complete satisfaction with our products.

## 2. WARRANTY COVERAGE

Ivy Hill Tile offers a limited warranty on all of our products. This warranty covers factory defects for a period of one month from the date of purchase. The Ivy Hill Tile Customer Support team will define whether the product in question has what would constitute a factory defect or not. If you experience any issues with our products during this warranty period, we are here to help. Please note that this warranty does not cover normal wear and tear, improper installation, or damage caused by accidents, misuse, or negligence. Additionally, the warranty does not cover any labor costs associated with the installation or removal of our products. We cannot accept any claims or problems with a product after it has been installed.

## 3. WARRANTY CLAIM PROCESS

If you believe your product arrived with a factory defect, or receive a damaged product, or are missing an item(s) from your order, please follow these steps to initiate a warranty claim:

### **Step 1: Contact Home Depot**

For damaged or missing products, please reach out to Home Depot, as they handle all refunds and returns on behalf of Ivy Hill Tile. Home Depot's customer service team will assist you in resolving any issues related to your order. Contact them either via phone or in a Home Depot store near you.

### **Step 2: Contact Ivy Hill Tile for Additional Assistance**

If you require additional assistance or have questions related to product specifications or our warranty process, please feel free to contact Ivy Hill Tile directly. Our dedicated support team will provide guidance and support to ensure your concerns are addressed promptly.

## 4. CONTACT INFORMATION

### **Ivy Hill Tile Customer Support:**

**Email:** [help@ivyhilltile.com](mailto:help@ivyhilltile.com)

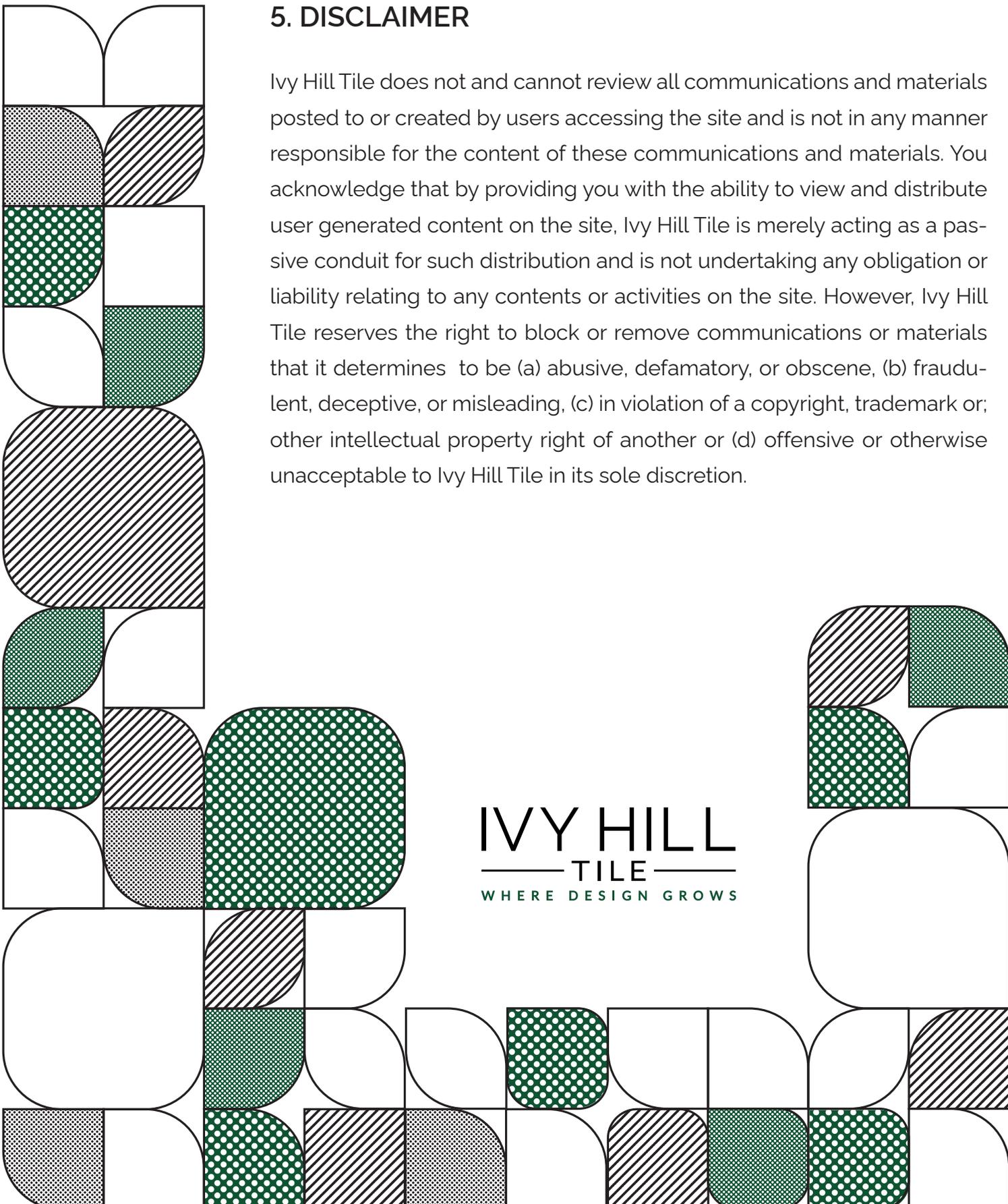
**Phone:** 973-241-2010

**Hours of Operation:** Monday - Thursday 9am - 6pm and Friday 9am - 3pm EST

Please keep this warranty guide in a safe place for reference, and don't hesitate to reach out to us for any assistance you may need. We appreciate your business and are committed to ensuring your satisfaction with our products. Thank you for choosing Ivy Hill Tile for your tile needs!

## 5. DISCLAIMER

Ivy Hill Tile does not and cannot review all communications and materials posted to or created by users accessing the site and is not in any manner responsible for the content of these communications and materials. You acknowledge that by providing you with the ability to view and distribute user generated content on the site, Ivy Hill Tile is merely acting as a passive conduit for such distribution and is not undertaking any obligation or liability relating to any contents or activities on the site. However, Ivy Hill Tile reserves the right to block or remove communications or materials that it determines to be (a) abusive, defamatory, or obscene, (b) fraudulent, deceptive, or misleading, (c) in violation of a copyright, trademark or other intellectual property right of another or (d) offensive or otherwise unacceptable to Ivy Hill Tile in its sole discretion.



IVY HILL  
— TILE —  
WHERE DESIGN GROWS