



LIMITED WARRANTY

Thank you for your interest in Giorbello™ products.

CLAIMS

Before fixing, please check color, size and quality. Installation should be carried out by a license fixer. No claims can be made after product has been fixed. All claims must be made within 5 calendar days from date of receipt.

DYE LOTS

Giorbello ships each order from the same dye lot, however subsequent orders are not guaranteed to match previous orders.

DAMAGE DURING SHIPPING

All shipments are insured. We use extra care when packaging your glass tile; however, sometimes products do get damaged during shipping. When you receive a package from a shipper and it is damaged, you must contact us within 5 calendar days from the date of receipt (sooner is preferred) and report that the package arrived in damaged condition. This is because shipping companies have specific regulations for returns of damaged goods and we need to file claims within their stated terms. Upon notification of a damaged shipment we will process the claim with the shipping company; meanwhile, we will re-ship the damaged goods. If the package is damaged when it arrives do not refuse delivery, rather accept it and assess the extent of damage to the goods. Refusing delivery will further delay your receipt of replacement goods as we need to wait for the return before we can assess the damage.

You will need to keep all original packaging, including cartons and contents, until the claim resolution process is finished (up to 2 weeks). It may be necessary to make the packaging available to the shipping company for inspection.

WARRANTY

Giorbello products are warranted against manufacture defects.

EXCLUSION OF LIABILITY

Giorbello shall not be liable for punitive or exemplary damages, or any special, consequential, incidental or indirect damages related to materials on this site.