

At Beaumont Tiles, we take our tiles very seriously. We endeavour to source the best quality and design tiles available from around the world, allowing us to confidently guarantee the quality of our tiles and provide our customers with a lifetime warranty on all first-grade tiles.

Our tiles come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the tiles repaired or replaced if the tiles fail to be of acceptable quality and the failure does not amount to a major failure.

What is included in our Lifetime Guarantee

1. All first-grade floor and wall tiles.
2. Tiles used in residential domestic applications only.
3. Tiles with a manufacturers defect or that exceed relevant Australian Standards.
4. Tiles that wear¹ excessively post installation.
5. Available to the original purchaser at the first purchaser's site of installation.
6. A requirement to provide a proof of purchase, proof the claimant is the original purchaser and be able to demonstrate the floor is at the original installation site.
7. Tiles purchased on or after 1st January 2023².

What is not included in our Lifetime Guarantee

1. Tiles used in commercial applications.
2. Tiles with no proof of purchase.
3. Natural stone products or second-grade tiles.
4. Where a customer has simply changed their mind.
5. Tiles that have been laid with obvious defects, damage or blemishes noticeable prior to installation.
6. Tiles with natural variation in size, shade, colour, and texture that are an inherent characteristic of tiles.
7. Where a defect or excessive wearing is caused by abuse, misuse, or faulty installation.
8. Failure to install the tiles in accordance to relevant Australian Standards [including incorrect installation, installation materials and waterproofing].
9. Failure to take reasonable care of the tiles in accordance to the Beaumont Tiles [tile care and maintenance brochure](#) e.g. installing suitable gliders on furniture, using mats at entries, and avoiding abrasive or corrosive cleaners.
10. Failure to protect the floor from moisture from the subfloor and other sources.
11. Where alterations or refinishing cause fault or damage to the original manufactured product e.g. sealers.
12. Incorrectly supplied tiles that were not checked by the purchaser prior to installation.
13. Any fault or damage to the tiles caused or contributed to by a natural event outside of human control e.g. earthquake, hurricane, tornado, cyclone, fire, flood etc.
14. Where the customer knowingly purchases a specific slip or wear rated tile that contradicts our Beaumont Tiles literature or sales consultant advice.

¹ Excessive wear - reduction in gloss or finish, fading and scratches caused by normal domestic traffic are not considered excessive wear and are not covered by this guarantee.

² All first-grade tiles purchased before 1st January 2023 are guaranteed for 10 years.



How to report a fault and make a claim:

If the issue is regarding the colour, size, shade, texture, or blemish you should immediately contact [before laying/installation] the sales team in the store where the tiles were purchased from.

If your question cannot be satisfactorily answered by the sales person in the store, the store can arrange for a claim form to be completed and sent to our Quality Department.

Beaumont Tiles Australia Pty Ltd
321 Richmond Road [West Richmond]
Adelaide Airport SA 5950
Phone: 1800 4 TILES
webchat@tile.com.au

Our Action

Once received, the claim will be assessed by our Quality Department and we will advise you of the next steps and action.

A Beaumont Tiles representative may be required to visit the purchaser's property to inspect and assess the claim; prior consent will be obtained by Beaumont Tiles from the purchaser if this is required.

Justified claims shall be at the complete discretion of Beaumont Tiles by providing:

- Replacement tiles with the same or equivalent product
- Repair of the existing tiles
- A cash settlement or compensation, or,
- A combination of the above.

