

# Limited Residential & Commercial Warranties

## Luxury Vinyl Plank

### What this Limited Residential & Commercial Warranty covers:

Products will be free from manufacturing defects for the length of time specified for the particular product.

This warranty further covers delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential and light commercial use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All floating product joints are warranted to be watertight.

### WARRANTY TERMS

**Within One Year:** If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, the manufacturer will supply new flooring material of similar color, pattern, and quality to replace the defective area. The manufacturer will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

**Within Two Years:** If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, the manufacturer will supply new flooring material of similar color, pattern, and quality to replace the defective area. The manufacturer will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

**After Two Years:** If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified, the manufacturer will supply new flooring material of similar color, pattern, and quality to replace the defective area. The manufacturer will not pay labor costs.

### Replacement/Repairs

The manufacturer reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If the manufacturer repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, their own expense, any items placed over the affected areas subsequent to the original installation. In the event the manufacturer repairs a floor, this warranty shall remain in effect with respect to such floor.

### Exclusions

The following are *not* covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We can not warrant the product against these normal occurrences.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.

## Exclusions cont.

- Damage caused by fire or flood; moisture intrusion caused by emissions from subfloor; intentional abuse; damage caused by vacuum cleaner beater bar; indentations or damage caused by improper rolling loads, chairs, or other furniture not using proper floor protectors or caster wheels; cutting from sharp objects; asphalt stain and staining from rubber mats; surface scratches; changes in color or sheen appearance when exposed to a natural light source; exterior application or loss due to inconvenience, loss of time, incidental expenses, or consequential damages.
- Minor shading, color, or texture differences between samples and delivered product.
- If, prior to installation, the floors are not acclimated to room temperature (between 65 F and 85 F) at job site between 24 and 48 hours, and if, post-installation, the floors are not continuously maintained at such temperature, damage incurred may not be covered by your warranty.

## Warranty Owner

This warranty applies only to the end user who is the original purchaser of the manufacturing products, not to any subsequent user.

For details, please contact the manufacturer's after sales department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state. This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. The manufacturer needs the receipt in order to verify date of purchase to help resolve any problems.

| <b>Warranty Period</b> |                                     |               |               |
|------------------------|-------------------------------------|---------------|---------------|
| <b>Application</b>     | <b>Product Wear Layer Thickness</b> |               |               |
|                        | <i>8 mil</i>                        | <i>12 mil</i> | <i>20 mil</i> |
| Residential            | 15 Year                             | 20 Year       | 30 Year       |
| Light Commercial       | 5 Year                              | 10 Year       | 15 Year       |
| Commercial             | -                                   | 5 Year        | 10 Year       |