



# Solid Resilient Flooring (SPC) - Comprehensive Warranty

## Residential Limited Lifetime & 10 Year Commercial Warranty

### Residential Limited Lifetime Warranty

### Commercial 10 Year Limited Warranty

#### Warranty Coverage:

- If installed and maintained properly, product will not wear thru more than 5% of surface area. Wear is defined as 100% vinyl wear layer that exposes core material.
- Gloss reduction or surface scratches are not considered surface wear.
- Product will be free from manufacturing defects, including structure and joint integrity for term of warranty.
- Structure will not be significantly altered by exposure to water for term of warranty.
- See Conditions and Exclusions below-

#### Conditions and Exclusions

These warranties apply only to the original purchaser and the original residential or commercial location where the product is installed.

Any product designated as "off goods", "economy", "seconds", "B grade" or "as is" is not covered by any of these warranties.

Product when properly installed may experience slight separation or gaps between boards and ends. If minor separation or seasonal gaps occur, they are not covered by this warranty. Wear through is defined as 100% wear layer removal so the printed design or pattern is altered over a minimum of 5% of the total installation.

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement **PRIOR TO INSTALLATION**. Installation implies acceptance. No warranty will be offered for obvious visual defects or appearance related claims such as grade or color once the products are installed.

**THIS WARRANTY IS EXCLUSIVE.** It covers the repair or replacement of defective materials only and does not cover labor costs unless professionally installed by a professional flooring installer. Installation of the replacement products will be at the original purchaser's expense. If professionally installed, the manufacturer will pay the reasonable labor costs to perform the replacement or repair during the first 5 or 6 years (see above under coverage) from the date of the original

purchase. Any and all labor costs must be pre-approved by the manufacturer. In the event that the style installed in the home is no longer available, the manufacturer will replace the affected floor with another style of equal value. Under no circumstance will the value of a warranty claim exceed the original purchase price of the product.

**THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.**

### CONDITIONS

Manufacturer will honor claims under this warranty only if all of the following conditions are satisfied:

- At all times between purchase and installation the flooring must be properly stored according to installation instructions.
- Interior residential and commercial construction only.
- The flooring must be installed below grade, on grade or above grade according to the recommended installation instructions and adhesives.
- Material and relative humidity in the area of use must be within a normal range of 35%-55%.
- Problems caused by failure of the homeowner or installer to evaluate the jobsite and jobsite conditions are not covered.
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 5% of the room.
- A description of the problem, photographs, and a sample that clearly shows the warranty problem must be presented to the retailer/distributor for presentation to the manufacturer.
- The covered person must provide valid proof of purchase in the form of a sales receipt or invoice showing a sale from an authorized retailer to the owner or resident of the residential location or to an installer or other trade professional. This must show the date of purchase, original purchase price, and identify the original purchaser
- Manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty, but within the time period applicable to the limited warranty.
- Manufacturer reserves the right to have a manufacturer's designated representative or 3<sup>rd</sup> party independent firm to inspect and take samples of the Solid Resilient Flooring (SPC) for analysis.
- Manufacturer must be given 60 days following notice to inspect the product to confirm any failure.



## Solid Resilient Flooring (SPC) - Comprehensive Warranty Residential Limited Lifetime & 10 Year Commercial Warranty

- Inspections of the Solid Resilient Flooring (SPC) must be performed in accordance with industry standards from a standing position with normal lighting and no glare.
- Written notice and all photographs, samples and other documentation should be sent to the distributor/dealer from which the flooring was originally purchased.

### WARRANTY EXCLUSIONS

This limited warranty shall not apply to damage to the Solid Resilient Flooring (SPC) or to the finish arising from and specifically excluding any of the following:

- Manufacturer does not guarantee against variations, or the normal difference between color samples or photographs and colors of installed floors. New and/or replacement flooring may not match samples and/or existing flooring or warrant a color match to other wood products such as stairs, cabinets, trim, molding, etc.
- Squeaking and cracking of the Solid Resilient Flooring (SPC) by any cause other than mis-manufacturing is not considered a defect. This includes cupping, expansion and contraction resulting from exposure to improper environmental conditions.
- Hollow spots between the flooring and the sub floor.
- Expansion and contraction of the Solid Resilient Flooring (SPC) due to seasonal changes in climate shall not be considered defects.
- Indentations, scratches or damage caused by negligence, water, moisture and saturation, insects, insect infestation after the product has left the factory, animals, pebbles, grit, sand or other abrasives, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.
- Failure to follow the manufacturer's written installation instructions including protecting the floor from sub floor moisture, storage and handling.
- Failure to follow the manufacturer's written installation instructions on approved adhesives. Damage caused by use of water based adhesive over sheet vapor barriers or sound insulation
- Excessive or inadequate humidity in the area. Relative humidity in the area of use must be within a normal range of 35-55%.
- Mold and Mildew growth caused by excessive subfloor moisture or as a result of flooding, plumbing and appliance leaks and water leakage through sliding glass doors.
- Discoloration from mold or mildew or as a result of flooding, plumbing and appliance leaks and water leakage through sliding glass doors
- Stains as a result of negligence, chemical or industrial products, wax, or oil soaps for cleaning, or standing liquid for a prolonged period of time.
- This warranty does not cover removal or replacement of cabinets, appliances, furniture, or other fixtures.
- Insufficient or improper protection, care or maintenance, or failure to use Manufacturer approved installation and maintenance products

- Misuse or abuse
- Use of flooring for purposes other than for which it was designed.
- Improper alterations of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties. This includes sanding, top coating, recoating or attempted re-finishing of the factory-applied finish.
- Gloss reduction is not considered surface wear through.
- Freight costs or expenses and any damage occurred during shipping.
- Failure due to structural changes in the sub floor, settling of the building or uneven sub floor that has not been adequately leveled.
- Accidents, negligence, abuse, or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, wind, lightening, earthquake, or standing water occur during or after installation.

### WARRANTY DISCLAIMERS

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE MANUFACTURER DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE FLOORING.

MANUFACTURER SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL, SPECIAL CONSEQUENTIAL COSTS, EXPENSES, LOSS OF INCOME OR PROFITS, OR OTHER SIMILAR DAMAGES INCURRED BY THE ORIGINAL PURCHASER. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY, FROM STATE TO STATE.