

Premium Luxury Vinyl - WPC

WARRANTY | LUXURY VINYL

LIMITED LIFETIME RESIDENTIAL / 10 YEAR LIGHT COMMERCIAL / 10 YEAR MULTI-FAMILY WARRANTY

We recommend that all our floor coverings are professionally installed for a valid warranty.

We warrant that all Luxury Vinyl products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Installation & Maintenance Instructions.

DEFINITIONS OF WHAT THE WARRANTY COVERS

The Manufacturer warrants that from the date of original purchase the product:

- Will be free of manufacturing defects.
- Will not stain from normal household consumable items such as food or drinks.
- Will not wear through the decorative surface (scratches or loss of gloss is not considered wear)

10 YEAR LIGHT COMMERCIAL & 10 YEAR MULTI-FAMILY WARRANTY

The Manufacturer warrants that for 10 years of light commercial* use from the date of original purchase the product:

- Will not wear through the decorative surface (scratches or loss of gloss is not considered wear)
- Will be free of manufacturing defects.

*Light commercial is defined as light traffic commercial areas such as business offices and boutique shops. Heavier traffic areas, entry foyers, or any area where food is prepared or objects are rolled or dragged around are not recommended and not covered by this warranty.

WARRANTY OWNER

This warranty extends only to the original end-user. The Manufacturer's warranties are non-transferable. No installer, retailer, distributor or agent may alter the obligations or limitations of any luxury vinyl warranty.

PRE-INSTALLATION WARRANTY

It is the duty of the installer, whether professional or D-I-Y (do-it-yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, is off-grade or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable.

INSTALLATION OVER RADIANT HEAT SUBFLOORS

The Manufacturer warrants to you (the original purchaser) that this Luxury Vinyl flooring may be installed over water-based radiant-heated subfloors, provided the surface temperature of the system does not exceed 81° F.

IMPORTANT: Due to the speed of sudden temperature changes, which has potential to negatively affect vinyl flooring construction, it is not recommended to install over electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Only radiant heating system using water are acceptable.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the Luxury Vinyl flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR:

The original residential purchaser should notify their authorized dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of this limited warranty. The original residential purchaser must present to that authorized dealer the following items for a limited warranty claim to be considered:

- A valid proof of purchase in the form of sales receipt which establishes proof of purchase;
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

WHAT THE MANUFACTURER WILL DO

If The Manufacturer honors a claim under this limited warranty, they will authorize repair or replacement at the pro-rated percentage cost of the material. This percentage is determined by the number of years remaining on the warranty and the length of the warranty.

If professionally installed by a certified LVP/LVT installer, The Manufacturer will pay the reasonable labor costs to perform the replacement or repair during the first 3 years from the date of the original purchase. No labor is included for claims later than 36 months after original purchase.

LIMITATIONS AND EXCLUSIONS

If the original design/color/style is no longer available, The Manufacturer reserves the right to substitute another design of similar structure and value by The Manufacturer from which the consumer may select.

This warranty does not apply to any product or products designated or sold as “B” grade, cabin grades, seconds, closeout or nonstandard items. This warranty does not apply to any product or products designated or sold “As Is”.

This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the house for which was originally installed. The affected area must be visible and cover an area greater than one square inch. The flooring must be installed in accordance with The Manufacturer’s recommended installation instructions.

Please take notice of the following are NOT to be considered problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

- Installation in outdoor areas, sun rooms, solariums, porches, garages or other areas subject to excessive moisture or extremes of temperature.
- Installation in areas where temperature falls below 0° F or goes above 140° F.
- Defects arising from poor installation (this includes; damage arising from subfloor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor boards, cushioned vinyl, or by failure in the underlayment; seams ‘peaking’ or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat); and visible trowel marks.
- Construction or installation-related damage.
- Dissatisfaction due to improper maintenance.
- Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
- Problems arising from cuts, tears, gouges, burns, damage caused by stiletto or sharp high heels, sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, or damage from pets.
- Warranty coverage does not apply to installations with heavy wheeled vehicle traffic, rolling office chairs, footwear such as roller skates, high heels, or cleats that may permanently indent and/or damage the flooring. DO NOT use ball type castors as they can damage the floor. Furniture with castors or wheels must be easy swiveling, large surface non-staining, and suitable for resilient floors. Chair mats must be used to protect floors from rolling chairs.
- Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
- Small differences in color and/or texture between the actual material or photographic images of the material and the actual flooring purchased.
- Surface scratches, changes in shading, texture, and/or gloss during use.
- Damage caused by inappropriate end-user activities.
- Installation of products with adhesives other than those recommended by The Manufacturer.
- Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed.
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from sub floor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters.
- Planks coming apart at the seams because they have been engaged/disengaged more than 2 times.
- Installation cost of flooring that contains any manufacturing defect is not covered by this warranty.

The Manufacturer excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

The Manufacturer assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. The Manufacturer reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. The Manufacturer may repair, refinish or replace any defective product at its sole discretion.

As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to The Manufacturer’s optional inspection will void this warranty. No installer, retailer, agent or employee of The Manufacturer has the authority to increase or alter the obligations or limitations of this warranty.

Contact your flooring retailer with questions or concerns regarding your flooring purchase.