

SPC & WPC Limited Warranties 05/10/22

EXCLUSIVE LIMITED WARRANTY

Manufacture warrants that its flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear resulting in loss of original pattern.

PRE-INSTALLATION LIMITED WARRANTY Manufacture warrants that this product is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Manufacture will not be responsible for any claim for product installed with visual defects.

LIFETIME RESIDENTIAL & 10 YEAR COMMERCIAL LIMITED WARRANTIES:

The vinyl layer of the floor plank is warranted by Manufacture not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Manufacture will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of Lifetime Limited Warranties". This warranty is non-transferable and applies only to the original purchaser.

- This Limited Warranty only applies provided the recommended installation instructions and maintenance procedures are followed.
- If product is found to be defective manufacture will supply new products of the same or similar style, size, color, grade and gauge for replacement of the defective area and will pay reasonable labor cost if it was professionally installed or will repair the defects.
- If Floor repairs or replaces as result of warranty claim, you will be required to clear, at your own expense, any items placed over affected areas after the original installation.
- Labor must be provided by a certified licensed professional flooring installer, using the guidelines put forth from Installation and Maintenance instructions. The cost of replacement/repair labor by a professional installer must be approved by the Manufactures claims department.
- Multifamily use of Wear Limited Warranty will be covered for units and common areas under the specific Commercial Warranty associated with the product.

EXCLUSIONS TO RESIDENTIAL & COMMERCIAL LIMITED WARRANTIES

- Dissatisfaction due to improper installation or maintenance.
- For products sold as "Do It Yourself" no labor cost will be provided as part of this warranty.
- Damages resulting from misuse or abuse including, but not limited to, adhesives, tapes, scratches, scuffs, cuts, burns, stains, soiling, hair dye, fading, warping, cracking, indentations, excessive moisture, flood, urine, feces, pets, or vomit stains, improper or insufficient maintenance, **use of steam cleaners**, vacuum cleaner beater bars, Electric Brooms, improper rolling loads, caster wheels, chairs, or other furniture without proper floor protector. **Protective mats are required for office use.**
- Damage caused by rolling loads or wheelchairs (motorized and non-motorized)
- Do not use detergents, abrasive cleaners, chemicals, corrosives, or mop & shine products.
- Damages caused by appliances or plumbing leaks.
- Damage due to direct sunlight baking floor. The floor needs protection from extended sunlight. The Sun coming directly thru a window will add to the heat on the surface of the floor and damage the floor. The flooring requires curtains, blinds, drapes, shears, or solar film to help disperse the sunlight and to protect your floor against thermal dimensional changes, fading and discoloration from exposure to direct sunlight.
- Damage due to extreme Conditions. Floor should be installed in a climate-controlled environment with an ambient temperature range between 55F – 85°F or average temperature of 70°F and a humidity range of 35%-55% during installation and life of floor. It is necessary to maintain a constant temperature before, during, and after the installation.
- Lack of HVAC system, humidifiers or dehumidifiers maintaining floors at optimal range.
- Environmental or site related gapping may occur over time. Gapping is not a manufacture defect.
- Joint compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.

- Damages or failure of floor to adhere to subfloor resulting from excessive moisture, alkali and/or hydrostatic pressure.
- Floor products sold as irregulars or second quality which is sold as is.
- Damage due to radiant heat floors, Flooring installed outdoors.
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparations materials & fasteners including, but not limited to, uneven subfloor, floor deflection or voids in subfloor. Can cause cupping or gapping.
- Squeaky, creaky, popping, or noisy floors are not covered by warranty.
- Damage to surrounding structure, walls subfloors, fixtures, furniture, underlayments, moldings, trims, subfloor heating elements, or anything that is not the floor or plank.
- Color variations between samples, printed illustrations, dye lots, age of material, and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent –based polishes, oil or petroleum-based products or cleaners or asphalt tracked in from driveways or parking lots.
- Reduction of gloss from use. Loss of gloss overtime is consistent with normal wear & tear and is not a product flaw. Natural changes in color from exposure to natural and UV light
- Installation over gypcrete or other similar materials that have not been first sealed with a product expressly approved by Manufacture in writing prior to installation.
- Residential or Commercial installation with heavy wheeled vehicle traffic that permanently indents or damages the flooring.
- Damage caused by rolling loads or wheelchairs (motorized and non-motorized)
- Labor costs to repair or replace material with visual conditions that were apparent before installation.
- Flooring installed on Stairs is excluded from warranty coverage.
- This warranty is made solely to the original purchaser of the flooring. Warranty is not transferable under any circumstance. This limited warranty is expressly in lieu of any other express warranty whether oral or written.
- Manufacturer makes no guarantee that products will match or coordinate with customer furnishings, trim, cabinetry, railing, etc.

TERMS OF RESIDENTIAL & COMMERCIAL LIMITED WARRANTIES:

- **Within One Year:** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Manufacture will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- **Between Year One – Five:** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, manufacture will arrange credit based on the original purchase of the product or replace the product. Manufacturer will pay 50% of reasonable labor costs.
- **Between Year Five – Ten:** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, manufacturer will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- **After Ten years:** Residential Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, manufacturer will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor cost are not included. Commercial Warranty has expired.
- Labor cost will not be reimbursed if floor was not originally installed by certified Professional Installer.

HOW TO MAKE A CLAIM:

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.