

## THE WARRANTY OF [REDACTED] FLOOR

### **PRODUCTS**

[REDACTED] warrants its regular (A class quality) luxury vinyl, vinyl composition tile and rigid vinyl tile products to be free from manufacturing defects. If follow the product installation and maintenance manual recommended by [REDACTED] FLOOR, the product can enjoy the corresponding warranty service during the warranty period specified in this warranty clause.

### **INSTALLATION**

[REDACTED] FLOOR warrants the installation integrity of these products from the date of purchase by the warranty period. Installation integrity means that the products are installed according to the [REDACTED] FLOOR Installation Manual or the guidance from [REDACTED] FLOOR staffs. Floors must be installed according to the recommendations that is current and available at the time of installation. [REDACTED] FLOOR considers tiles that have been installed as that which has been accepted as ordered. Prior to the installation, the homeowner, dealer, or installer, has the responsibility to inspect the product to ensure proper color, size, integrity of structure, and finish. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. [REDACTED] FLOOR assumes tiles that have been installed as that which has been accepted. No credit will be given for products that have been installed with serious visible signs of defects or variances.

### **WORKMANSHIP**

[REDACTED] FLOOR does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your [REDACTED] FLOOR commercial floor should be professionally installed by certified contractors who have demonstrated expertise in installing commercial floors.


### **MAINTENANCE**

- Sweep or vacuum regularly to remove grit that can scratch your new floor.
- Wash the floor with a neutral detergent cleaner. Do not clean with acetone, toluene and other chemicals without professional construction.
- Do not apply polish/sealer as this can make the floor slippery.
- Wipe up spills promptly with a damp cloth or mop.
- Heavy furniture or equipment that is moved across the floor should be fitted with felt pads, flat glides, or similar to avoid scratching the surface of the floor.
- Protect your floor from excessive direct heat, temperature variation or direct sunlight using curtains, blinds and temperature controls.

### **EXCLUSIONS**

The following are not covered by this warranty:

- Improper installation.
- Differences in color between products and samples or photographs.
- Indentation and abrasion caused by improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors.
- Discoloration.
- Failure of the floor to adhere to the subfloor due to, foreexample, moisture, alkaline or hydrostatic pressure from the subfloor.
- Inappropriate end-user activities.
- Any willful or accidental damage (fire, flood, etc.).

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- Any immediately obvious manufacturing defects were not been notified to the [REDACTED] FLOOR within 6 months of installation.
  - Damage to products that are a result of poor maintenance.
  - Defects caused by poor subfloor preparation, including residual moisture in the subfloor,
  - Damage caused by stains, excessive heat, cuts and/or other abuses that the floor may be subjected to during use.

**THIS WARRANTY IS MADE SUBJECT TO THE FOLLOWING CONDITIONS:**

1. This warranty applies only to the original purchaser, to product in its original installation, is prorated and is not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by this warranty, the original purchaser must contact the dealer within thirty (30) days of detecting the issue to describe the problem.
2. The product must be stored in a dry place.
3. The product must be installed indoors within temperature between 15 to 25°C, in accordance with applicable installation instructions, and maintained in accordance with the [REDACTED] FLOOR care and maintenance procedures.
4. This warranty does not cover damage to the finish as a result of incorrect maintenance, accidents, neglect, or abuse, to include damage such as scratches, indentations, or discoloration.
5. All claims against surface wear must be easily visible and be at least 10 of the entire floor.
6. Gloss reduction is not considered surface wear.
7. In the case of defect, [REDACTED] FLOOR professional engineer are eligible for on-site product inspection of any places where the damages or defect happened if necessary.
8. The defect, primary, have to inspected by buyer and [REDACTED] FLOOR, the third-party testing organizations are also needed for consideration.
9. In the event of a finish defect, [REDACTED] FLOOR will, at our option, repair the defective tiles, replace the defective tiles, or refund the amount equal to the price paid for the portion of the defective tiles at an amount prorated from the date of installation. This is the sole and exclusive remedy under this warranty.
10. There are no warranties beyond this expressed warranty. All other warranties, including warranties of merchantability or fitness for a particular purpose, are excluded.
11. [REDACTED] FLOOR excludes any liability for lost profits or any other in direct, special or consequential damages. The remedies contained herein are the only remedies available for breach of this warranty.
12. [REDACTED] FLOOR reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If the original product is no longer available, [REDACTED] FLOOR may substitute with a reasonably comparable product.
13. This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties.
14. [REDACTED] FLOOR assumes no responsibility for incidental or consequential damages, however, some regions do not allow the exclusion or limitations of incidental or consequential, so this may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from the region.
15. The sole remedy provided herein is the repair or replacement of defective products. Following consultations of the parties, the manufacturer be responsible for cost in excess of a refund of the prorated amount of the purchase price of the defective material.
16. [REDACTED] FLOOR will not pay labor costs to repair or replace materials with defects that were apparent before or at the time of installation.



17. If you have any question or a warranty claim, contact the dealer or contractor from whom you purchased the material or contact [REDACTED] FLOOR.

**WARRANTY PERIOD**

Wear Layer Thickness	Product's Life of Use				Warranty Period
	Residential	Light Commercial	Heavy Commercial	Light Industrial	
0.5mm	20 years	15 years	10 years	5 years	3 year
0.3mm	15 years	10 years	5 years	3 years	2 year
0.2mm	10 years	7 years	N/A	N/A	1 year

1. The warranty is fully transferable to the next owner as long as the floor is used as specified for the room type.
2. The product's life of use ref ISO 10874.
3. "Wear Out" is defined as the removal of pattern from the product.
4. If the third-party testing organization approved by both parties shows that there is a problem with the quality of the product, it is not subject to the warranty period and scope.
5. "Commercial" installation is defined as one in which business is conducted, ref ISO 10874, "Light Commercial".
6. "Residential" installation is defined as all areas within a home or apartment.

