

# Luxury Vinyl Warranty

## MANUFACTURER'S LIMITED WARRANTY

The manufacturer warrants to the original end consumer, the flooring panels for a period as indicated on your product's packaging from the original date of purchase. The decor surface of the panels will not wear through; the panels will not significantly fade from normal amounts of sunlight or normal artificial lighting. The panels will resist stains and are free from manufacturing defects. The limited Warranty is subject to the following conditions: This Warranty applies only to the original purchaser and proof of purchase is required for all claims. The Warranty is for replacement or refund of the flooring material only, no labour, incidental materials, installation, removal or otherwise. This limited Warranty does not cover any mouldings, accessories or building materials associated with installation, removal or replacement. This limited Warranty only covers the original materials purchased and does not cover any labor costs associated with installation removal or replacement. The Warranty does not cover gapping, chipping, scratching, impact marks, warping, shrinkage, squeaks or structural subfloor related issues. Claims will not be considered for any of these conditions. Claims for wear must show a minimum of one square inch complete wear-through. This Warranty is prorated based on the amount of time the floor has been installed. Flooring panels must be properly installed in accordance with floating flooring installation instructions and must be used only for indoor areas according to their utility zone rating. This limited Warranty does not cover negligence, improper care or maintenance, use of a sub-standard subfloor and improper alterations to the original materials. It does not cover damage caused by exposure to extreme heat, burns, fire or natural disasters. This limited Warranty does not cover surface wear or damage as the result of abuse, sliding furniture or heavy objects across the floor without proper protection. Damage or surface wear caused by sand or other abrasive materials, severe impact, scratching, cutting or chemical damage are not covered under this Warranty. Flooring panels installed with any manufacturing defect are not covered by this limited Warranty. Any known manufacturing defect must be reported prior to product installation, and under any circumstances, no longer than thirty (30) days after detecting the defect to be covered under this limited Warranty. Any such defective material will be replaced at no additional cost to the customer; any damage that occurs during shipping is the sole responsibility of the shipping company. Any claim under this limited Warranty shall be made by contacting your retailer within thirty (30) days after defect is detected. Proof of purchase including the date must be presented with the claim. If repair is not commercially viable, or if the design or model line that is claimed is no longer available, the manufacturer will replace the affected materials with another design or model line of equal value. This limited Warranty is not transferable and extends only to the original consumer. The above constitutes the customer's sole and exclusive remedy for claims under this limited Warranty. This limited Warranty constitutes the entire agreement between the parties. Improper installation should be directed to the installer.

## DISCLAIMER OF WARRANTY

This limited Warranty does not create for or impose upon the manufacturer or its agents, any obligations or liabilities arising from any warranties, expressed or implied, including merchantability or efficiency or a particular purpose. The manufacturer or its agents shall not be liable to the customer or any other person for incidental, special or consequential damages including loss of time and disclaims or liability for breach of any other express implied warranties with respect to this product. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages. The foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited Warranty gives the customer specific legal rights and may vary from one jurisdiction to another.

## MAINTENANCE GUIDE

You have just installed your flooring which was produced with the highest quality standards and will provide you with years of enjoyment. Although your new flooring is one of the easiest floors to maintain, please follow the recommendations in this guide to retain the product's fresh look and protect the factory finish. After installing the floor, we recommend a first cleaning or remove any loose dirt or debris that may have been introduced during the installation process. Ensure that furniture feet have scratch resistant protection. Avoid bringing dirt, water and sand from outside by placing mats at all entrances. Use only soft roller wheels that are suitable for PVC flooring. **Please test any new cleaning agents on a small test patch of the floor in an inconspicuous area, and avoid using harsh cleaners, vinegar, and ammonia-based cleaning products.**

- First, sweep and vacuum the floor surface to ensure removal of all loose dust, dirt, and debris. Use a soft, lightly dampened microfiber mop with warm clean water. Rinse several times as needed and allow drying. Regular household dirt can be cleaned with a neutral cleaner applied as indicated on the label. Some hand wiping may be required to remove tough spots and spills.
- Avoid exposure to direct sunlight for prolonged periods of time. During peak sunlight hours, use drapes or blinds to minimize direct sunlight. To avoid an uneven appearance, relocate area rugs from time to time. Excessive temperatures may damage floor. Ventilation or intermittent air conditioning in vacant homes is recommended.
- **DO NOT WAX YOUR FLOOR!** The surface of your floor is very dense and non-porous, which prevents wax from penetrating causing wax build-up. The same non-porous feature also provides all the protection against wear and staining that you will need.
- If your floor has been exposed to excessive amounts of water due to flooding, do not panic, your flooring is highly resistant to water.

Simply remove the water as quickly as possible. A dehumidifier should be installed in the room. If water has reached between your flooring and its substrate, your flooring must be removed and the substrate must be dried and cleaned before re-installing your flooring.