

# Limited Warranty for Rigid Core and WPC Vinyl Flooring

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## LIMITED LIFETIME RESIDENTIAL WARRANTY

Floor Factory warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through, stain or fade from sunlight or artificial light throughout the life of the product when used under normal residential traffic conditions. Wear-through is defined as total loss of pattern in a minimum of a 2 square inch area. Scratches and loss of gloss are not considered wear-through. If the product wears through, stains, or fades, Floor Factory will, at its option, replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of the covered defect. Should the original floor be discontinued, Floor Factory will replace the defective material with a Floor Factory floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees, or liabilities arising by law or otherwise

## LIMITED 15 YEAR COMMERCIAL WARRANTY

Floor Factory warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through, stain or fade from sunlight or artificial light for 15 years after the date of purchase of the product when used under normal commercial traffic conditions. Wear-through is defined as total loss of pattern in a minimum of a 2 square inch area. Scratches and loss of gloss are not considered wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended. If the product wears through, stains, or fades, Floor Factory will, at its option, replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of the covered defect. Should the original floor be discontinued, Floor Factory will replace the defective material with a Floor Factory floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees, or liabilities arising by law or otherwise.

## LIMITED 10 YEAR COMMERCIAL WARRANTY

Floor Factory warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through, stain or fade from sunlight or artificial light for 10 years after the date of purchase of the product when used under normal commercial traffic conditions. Wear-through is defined as total loss of pattern in a minimum of a 2 square inch area. Scratches and loss of gloss are not considered wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended. If the product wears through, stains, or fades, Floor Factory will, at its option, replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of the covered defect. Should the original floor be discontinued, Floor Factory will replace the defective material with a Floor Factory floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees, or liabilities arising by law or otherwise.

## UNDERLAYMENT

For Floor Factory products which have a pre-attached underlayment, do not install over carpet or any additional underlayment. Use of an additional underlayment pad will cause flexion and will void the warranty. A 6 mil poly vapor barrier is needed when installing over concrete subfloors.

## PET FRIENDLY WARRANTY

Floor Factory warrants that this flooring will resist permanent staining caused by pet urine (domestic cat or dog) when thoroughly cleaned. Urine must be cleaned immediately and not be allowed to dry.

## WARRANTY EXCLUSIONS

The owner/installer must inspect the color, finish, and quality of the flooring prior to installation. Floor Factory is not responsible for labor costs incurred for flooring installed with visible defects. Isolated floor squeaks are not a defect and are not covered under warranty. This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning, care, or maintenance contrary to written instructions provided by Floor Factory. This warranty does not cover physical abuse or misuse, indentation, scratching, impact, cutting, freight damage, alteration, or any wear or damage caused by acts of God. This warranty does not apply if the product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of Floor Factory, including, but not limited to, exterior applications, unstable/improper subfloors, or areas exposed to excessive topical and ground moisture. The floor plank or tile is warranted to be 100% waterproof, and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. In a prolonged flood situation, the product should be uninstalled to avoid such moisture. Protective pads should be used under furniture legs, and mats should be used under any chairs with rolling casters. Pet urine must be wiped up and not allowed to dry.

For the Lifetime Residential warranty, if a claim is made and approved after 1 year of purchase, Floor Factory will pay a pro-rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 50 years. For example, if the claim is made 20 years after the original purchase, then Floor Factory will pay 60% (30/50th) of the material cost. If the claim is made 50 years or more after the purchase, Floor Factory will provide you, the original purchaser, with a 5% discount on material only for your next purchase of a Floor Factory flooring product. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

For the 15 Year Commercial warranty, if a claim is made and approved after 1 year of purchase, Floor Factory will pay a pro-rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 15 years. For example, if the claim is made 6 years after the original purchase, then Floor Factory will pay 60% (9/15th) of the material cost. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

For the 10 Year Commercial warranty, if a claim is made and approved after 1 year of purchase, Floor Factory will pay a pro-rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 10 years. For example, if the claim is made 6 years after the original purchase, then Floor Factory will pay 40% (4/10th) of the material cost. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

Floor Factory 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. Floor Factory assumes no liability for incidental or consequential damages. Some states do not allow the exclusion or 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. Floor Factory reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. No installer, retailer, agent, or employee of Floor Factory has the authority to increase or alter the obligations or limitations of this warranty.

## **FOR WARRANTY SERVICE**

To make a claim, you may:

1. Contact your Floor Factory retailer no later than 30 days after the discovery of the defect. Proof of purchase is required. Your retailer will assist in coordinating a resolution of your claim.
2. OR Contact a certified independent inspector. The inspector should submit a copy of the inspection report directly to your Floor Factory retailer for consideration. Note that while independent inspections are credible and usually reliable, the final decision rests solely with Floor Factory. Only certified inspectors approved in writing, in advance by Floor Factory, will be considered.