



## **LVP LIMITED WARRANTY**

American Flooring Distributor (Company) warrants its flooring products under this Limited Warranty when used for indoor applications for residential and light commercial. The warranty only applies to the original end user. The product must be purchased from an authorized dealer or have the original company invoice. The flooring must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's maintenance recommendations and such maintenance continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines, specifications, and product care recommendations can be obtained from your dealer or ask from our customer service team.

### **WHAT DOES THIS WARRANTY COVER**

**Manufacturing Defects** – The Company warrants that the flooring product will be free from manufacturing defects during the period of this warranty. Manufacturing defects include but are not limited to delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Dimensional variation is defined as thickness, length, width, and squareness measurements that exceed ASTM tolerances.

**Wear & Tear** – The Company warrants the LVP product will not wear and tear through to the pattern layer under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic.

### **WHAT CONDITIONS APPLY**

For jobsite and floor preparation conditions, please see product installation guidelines. Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is the responsibility of the installer.

### **EXCLUSION**

The following are not covered by this warranty:

Damaged caused by any of the following: Fire, burn, flooding, subfloor moisture emissions, alkali emissions, vacuum cleaner beater bar, intentional or accidental abuse, Castor chairs/rolling loads, moving heavy appliances, cuts, or gouges from sharp objects.

Surface scratches

Residual indentations or gouges resulting from heavy static loads, heeled shoes, spiked shoes, metal cleats or skates. Use floor protectors under stationary furniture legs/feet to distribute weight loads.

Changes in color or appearance resulting from, but not limited to, sunlight exposure or heat exposure.

Changes in shade, texture, or gloss over time.

Outdoor applications.

Minor Shading, color, or texture difference between the store samples or marketing photography and delivered products.

Performance failures resulting from failure to follow the appropriate Company's Installation instructions.

Damage resulting from failure to follow the company's care and maintenance guidelines including, but not limited to, use of non-approved cleaning agents or abrasive scouring pads.

Stains resulting from, but not limited to, spills, mold, chemically reactive materials, adhesives.

Losses due to inconvenience, loss of time, incidental expenses, or consequential damages.

This warranty excludes all casualty events normally covered by homeowners' insurance including, but not limited to, damages caused by fire, flooding, or standing water from leaking plumbing, faucets, or household appliances.

Company products are not warranted against squeaking, popping, or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

#### **PROCEDURES TO REQUEST WARRANTY SERVICE**

The original purchaser will contact your authorized dealer or sales representative for warranty or claim service. Please provide valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. A certified inspector will inspect the concerned floor and determine if the product failure was due to a manufacturing defect. If it is due to manufacture's defect, Company will issue a credit based on the original purchase of the product or replace the floor from the current running line comparable to the warranted product. Claims on defects of the product as covered by this warranty that are reported in writing within two years of original purchase, and the product was professional installed by a licensed contractor,

reasonable labor costs will be covered. After two years from the date of the original purchase, the company will only provide replacement products, no installation labor costs will be covered.

Note: This warranty is only extended to the original end user purchaser, is not transferable. American Flooring Distributor shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty. This warranty gives the purchaser specific legal rights, such rights may vary from State to States.