



## RIGID CORE WARRANTY

### 30 Year Limited Residential Warranty

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.

When installed in a residential situation, the 4mm Rigid Core flooring is warranted to be free from manufacturer's defects for thirty (30) years when used under normal conditions and installed in accordance with manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. Note that you must retain an original label of the product purchased which denotes your warranty duration, as well as the UPC code and your original receipt of purchase. Should a manufacturing defect occur, FLOORS FOR LIFE will credit the original purchase price of the product. If the manufacturing defect develops after the product has been installed FLOORS FOR LIFE will cover a reasonable labor cost. This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the flooring planks and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks or tiles at the sole option of the manufacturer. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

The warranty applies to the original owner/user that its products, when in its original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistencies during the warranty period when installed and used under normal use in accordance with the terms, installation instructions, limitations and conditions herein. This warrants to the original user that the finish on the product will not wear through nor separate from the flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the manufacturer assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights, in addition, you may also have other rights that vary from state to state or from province to province.

Rental units, leased properties and apartments are considered commercial properties under this warranty. The 10 Year Limited Commercial warranty applies to these types of installations.

Note that manufacturer/distributor/retailer reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

This warranty does not cover and specifically excludes such damages as: scratches or indentations from normal wear and tear, chips, and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion from pebbles, stones, sand, all other abrasives, steam mopping, inadequate protection, insects, rot, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, excessive cold, natural disasters, excessive heat, heating and air conditioning systems, accident, improper installation or handling, cleaning agents, negligence or other causes not attributed to manufacturing or workmanship defects. Failure to adhere to and follow all the instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer’s installation instructions will render the warranty null and void.

**PRORATION OF 30 YEAR LIMITED RESIDENTIAL WARRANTY**

**30 Year Limited Residential Warranty**

1 <sup>st</sup> Year	100%	11 <sup>th</sup> Year	80%
2 <sup>nd</sup> Year	100%	12 <sup>th</sup> Year	70%
3 <sup>rd</sup> Year	100%	13 <sup>th</sup> Year	60%
4 <sup>th</sup> Year	100%	14 <sup>th</sup> Year	50%
5 <sup>th</sup> Year	100%	15 <sup>th</sup> Year	40%
6 <sup>th</sup> Year	100%	16 <sup>th</sup> Year	30%
7 <sup>th</sup> Year	100%	17 <sup>th</sup> Year	25%
8 <sup>th</sup> Year	90%	18 <sup>th</sup> Year	20%
9 <sup>th</sup> Year	90%	19 <sup>th</sup> Year	15%
10 <sup>th</sup> Year	90%	20 + Years	10%

*\*Proration means the warranty protection reduces over time.*

**10 Year Limited Light Commercial Warranty**

FLOORS FOR LIFE warrants that the wear layer of the 4mm Rigid Core flooring will not wear through under normal light commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through over a minimum of 3% of the total installation. Surface scratches and gloss reduction are not considered surface wear. This warranty is non-transferrable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail Areas: Product Display Areas, Sales Floors, Novelty Shops, Boutiques, Showrooms, Hair Salons, Hallways , Entryways(walk-off mats are required)
- Medical Offices: Waiting Rooms, Patient Rooms, Exam Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required)
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residence Halls, Hallways
- Hotels: Guest Rooms, Meeting Rooms, Conference Rooms, Lobby
- Offices and Restaurants: Offices, Meeting Rooms, Conference Rooms, Restaurant Floor, Break Rooms, Showrooms
- Rental units, leased properties, and apartments

The flooring must be installed properly in accordance with the manufacturer’s installation guidelines. The floor must be maintained properly in accordance with the manufacturer’s guidelines. The floor must be used indoors in a dry, climate-controlled area. Installation of flooring that contains a manufacturing defect is not covered under this warranty.

## **Proration of 10 Year Limited Light Commercial Warranty**

**Within One Year:** FLOORS FOR LIFE will cover the original purchase of the product or replace the product. Floors For Life will cover reasonable labor.

**From Year 1 - 5:** FLOORS FOR LIFE will cover the original purchase of the product or replace the product. Floors For Life will cover 50% reasonable labor.

**From Year 5 - 10:** FLOORS FOR LIFE will cover the original purchase of the product or replace the product. Labor costs are not included.

### **Exclusions for Residential and Light Commercial Warranties:**

- Noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor
- Scratches, dents, chips, pet damage, and stains caused by normal wear and tear
- Mold, mildew, bacteria, or any issues due to high moisture, weather conditions, or natural disaster
- Damages caused by fire, accidents, cleaning agents, negligence, or lack of maintenance
- Damage caused by rolling loads or wheel chairs (motorized and non-motorized)
- Damage caused by appliance, plumbing leaks, heating and air conditioning systems (including heating ducts, heat sources, and heating components of all types)
- Damage caused by using chemically reactive material, stains, spillage, burns, gouges, scratches, abuse or using harsh scouring pads while buffing.
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using proper floor protectors as they may mark, abrade, or otherwise damage the surface and finish of your floor.
- Problems relating to installation issues are not manufacturing related
- Floors which have been installed in areas without adequate temperature control and/or when temperature has not been continuously maintained within required temperature level throughout the entire year as required herein.
- Changes to sheen/gloss levels in high traffic areas
- Claims due to differences in the color and texture from display models and literature
- Differences in color, and texture from board to board.
- Claims due to lightening or darkening of the product from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.
- Improper installation, handling, or inadequate protection
- Products sold "as is". The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions.
- Color variances from one print/batch number to another. Prior to installation, verify the colors are an acceptable match. Co-install all batched in evenly distributed and well mixed manner.
- Incidental or consequential damages not attributed to manufacturing or workmanship defects

To file a warranty claim, contact the original supplier where the flooring was purchased. All warranty claims must be made in writing through the original retailer and must include a complete copy of the original purchase receipt, installation documentation, as available. Other additional information that may be requested by the manufacturer/distributor/retailer regarding details included in this warranty.

For other questions on floor care, please call FLOORS FOR LIFE customer service department 1-888-791-0155.

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FLOORS FOR LIFE is a division of Beasley Flooring Products, Macon GA.