



WARRANTY

INFORMATION GUIDE

Page | 1



LIMITED RESIDENTIAL/ LIMITED LIGHT COMMERCIAL/ LIMITED COMMERCIAL WARRANTY FOR LUXURY VINYL PLANK

The Manufacturer warrants LVP floor products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below. If a defect covered by this warranty is reported to The Manufacturer in writing within the specified length of warranty life from time of purchase, The Manufacturer will furnish comparable luxury vinyl plank flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. If your floor was professionally installed, The Manufacturer will also pay reasonable labor costs for the direct repairs or replacement.

WHAT IS COVERED?

This warranty covers manufacturing defects when the flooring is subject to normal residential use provided the flooring covered by this warranty is installed and maintained in accordance with The Manufacturer's Installation Guidelines and Care & Maintenance Guidelines.

WHAT IS NOT COVERED BY THE WARRANTY?

- Damage caused by fire, flooding, intentional abuse, or moisture intrusion caused by emissions from the subfloor.
- Indentations or damage caused by improper rolling loads, chairs, appliances, or other furniture not using proper floor protectors.
- Changes in color or sheen appearance when exposed to a natural light source.
- Exterior application.
- Damage caused by vacuum cleaner beater bar, caster wheels, cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are installed in other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted light commercial/commercial).
- Installation-related errors and/or damage including improper conditioning of job-site and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlayment panels.
- Floors damaged by harsh cleaning products (Please refer to our care & maintenance guidelines for appropriate cleaning practices).

WARRANTY

INFORMATION GUIDE

Page | 2



WARRANTY EXCLUSIONS:

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- To the extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.
- Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.
- This limited product warranty does not cover the installation of the product, even though The Manufacturer will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed and the floor product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.

WARRANTY OWNER

This warranty applies only to Professionally Installed or Do-It-Yourself (DIY) installations by a homeowner for his or her own residential end use/light commercial use when applicable. This warranty extends only to the original end user and is not transferable.

The flooring receipt, all moisture/relative humidity testing documentation (if applicable), and the professional installers receipt will be required to file a claim. If one should arise, please contact the original purchaser to complete a claim form. In the event that you have a flooring concern the Manufacturer will cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or onsite issue, the inspection fee will be charged back to the dealer/distributor/homeowner.

WARRANTY

INFORMATION GUIDE

Page | 3



Please evaluate each job separately. Below is a partial list intended to be used as a guide for selecting Light Commercial/Commercial applications. Light Commercial implies light foot traffic, while Commercial implies high foot traffic. Glue down applications are required for areas used with “rolling loads” (wheelchairs, hospital beds, carts, racks, tables, etc.). If there is a question as to the type of use that is considered “Light Commercial,” or “Commercial,” please contact your representative prior to purchase and installation.

Multifamily	Retail
Art Gallery	Boutique
Office Space	Lobby
Corridor	Bank
Beauty Salons	Education
Hospitality	Guest Rooms
Health Care	Dormitory

WARRANTY BY PRODUCT LINE

REVOLUTION

5-Year Limited Light Commercial Wear Warranty
15-Year Limited Residential Wear Warranty

APPLAUSE

10-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

REGAL

10-Year Limited Light Commercial Wear Warranty
30-Year Limited Residential Wear Warranty

GRAND

7-Year Limited Light Commercial Wear Warranty
30-Year Limited Residential Wear Warranty

RETREAT

20-Year Limited Residential Wear Warranty

THEATRE

25-Year Limited Residential Wear Warranty

MAJESTIC

20-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

LOOSE LAY

20-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

WOODLANDS

12-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

HOMESTEAD

5-Year Limited Light Commercial Wear Warranty
20-Year Residential Wear Warranty

PRESTIGE PRIME

10-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

EUROTEC

10-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

ENCORE

10-Year Limited Light Commercial Wear Warranty
25-Year Limited Residential Wear Warranty

LAKESHORE

10-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty

MAINSTREET

5-Year Limited Light Commercial Wear Warranty
10-Year Limited Residential Wear Warranty

RESILIENT

15-Year Limited Light Commercial Wear Warranty
Lifetime Limited Residential Wear Warranty