

SURFACE ■ EDGE

CONTRACT FLOORING

Surface Edge Elevate Rigid Core™ Warranty

Warranty	Residential	Commercial
Manufacturing Defect	25 Years	5 Years
Wear	25 Years	5 Years
Structural	Lifetime	Lifetime

Manufacturing Defects: We warrant that this product is free from manufacturing defects and will replace or repair any defective planks beyond the standard 5% waste factor at no cost to you, subject to the provisions in this document.

Lifetime Structural Warranty: We will replace or repair any defective plank that delaminates at no cost to you for as long as you own your home, subject to the provisions in this document. Any obvious defects installed, are the responsibility of the person installing the floor, and would not be covered by this warranty.

Residential Wear: We warrant the finish will not wear through for the specified years after date of purchase. We will replace or repair worn planks at no cost to you when installed as an interior residential floor, subject to the provisions in this document.

Light Commercial Warranty: We warranty that in the event the flooring supplied to the original purchaser wears out from normal foot traffic in an approved commercial setting within the specified years after the date of purchase, the defective material will be replaced free of charge (wear out – means the pattern or color of the floor is removed, caused by the removal of the protective wear layer).

To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period. Scope of labor liability: Under the following guidelines, we will reimburse reasonable labor charges to replace defective planks, if the original floor was installed by a professional flooring contractor. Within One Year: 100 percent of reasonable labor. Within Three Years: 50 percent of reasonable labor. After Three Years: No labor reimbursement.

Definition of Limited Warranty:

Within One Year: Full credit for defective material and 100% of the reasonable labor costs.

Within Three Years: Full credit for defective material and 50% of the reasonable labor costs.

After Three Years: Full credit for defective material and no labor costs.

This warranty is non-transferable and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase is required. In all cases, the manufacturer reserves the right to inspect the flooring and to remove a sample for analysis, if necessary. These warranties are valid

provided the flooring is installed and maintained in accordance to the manufacturer's installation and maintenance guidelines. The manufacturer reserves the right to deny applicable labor charges if the original flooring was not installed by a professional flooring installer.

What is not covered by this Limited Warranty:

- Damage caused by fire, flooding, or intentional abuse.
- Minor shading variances, color or texture differences not represented in dealer showroom samples.
- Obvious defects or shading issues after installation. It is the responsibility of the installer to inspect the flooring prior to installation.
- Improper storage and handling of the flooring.
- Scratching, denting, fading, or loss of gloss over time. All flooring can scratch, dent, or lose gloss over time.
- Mold or moisture problems underfloor caused from: sub-floor moisture, plumbing leaks, liquid spills, flooding, and etc.
- Settlement or movement of the structure (sub-floor or floor joists) to which the flooring is installed.
- Staining from non-consumable food and drink items.
- Damage caused by vacuum beater bar
- Indentations or damage caused by improper rolling loads, castor wheels, chairs of the furniture without proper floor protectors.
- Floors that are graded "irregular" or sold "as is" without warranty

Like all flooring, this flooring can be scratched, lose gloss over time, or fade due to exposure to direct sunlight. Please keep in mind that pets, grit, and some children's toys can scratch your floor. Use furniture pads under heavy furniture to spread the load over a larger area; use felt or other soft protectors under chair legs, small area rugs are helpful for removing grit from shoes (both inside and outside). Never push or pull heavy furniture or appliances across the floor.

This document is the complete and exclusive statement of the warranty, and is in lieu of all other expressed, implied, and/ or statutory warranties. We assume no liability for incidental or consequential damages. The sole remedy provided herein at our discretion, is the repair, or replacement for defective products. Due to the nature of this product, replacement flooring is not guaranteed to match the original flooring in terms of color, tone, pattern, and other natural characteristics.

Please keep your receipt. The manufacturer requires the receipt in order to verify date of purchase to help resolve any problems.