



Luxury Vinyl Flooring Warranty

Style Name	Thickness (mm)	Wear Layer	Residential	Waterproof	Pet	Commercial
Gallatin	2.0	8 mil	10 Year	N/A	N/A	N/A
Cascade	2.5	20 mil	30 Year	N/A	N/A	10 Year
Ozark	2.5	12 mil	15 Year	N/A	N/A	5 Year
Ozark II	2.0	12 mil	15 Year	N/A	N/A	5 Year
Vintage Enchantment	5.0	22 mil	Lifetime	N/A	N/A	10 Year
Timeless Charm	3.2	12 mil	15 Year	N/A	N/A	5 Year
The New Standard	5.5	12 mil	25 Year	Lifetime	Lifetime	5 Year
Lifestyles	4.2	12 mil	Lifetime	Lifetime	Lifetime	7 Year
The New Standard II	5.0	12 mil	Lifetime	Lifetime	Lifetime	7 Year
Pietra	6.0	12 mil	Lifetime	Lifetime	Lifetime	10 Year
Italian Impressions	5.0	22 mil	Lifetime	Lifetime	Lifetime	10 Year
Renewal	5.0	12 mil	Lifetime	Lifetime	Lifetime	10 Year
Adventure II	5.5	22 mil	Lifetime	Lifetime	Lifetime	10 Year
Bella Sera	5.5	22 mil	Lifetime	Lifetime	Lifetime	10 Year
Lux Haus II	6.5	22 mil	Lifetime	Lifetime	Lifetime	10 Year
Adventure	8.0	22 mil	Lifetime	Lifetime	Lifetime	10 Year
Revotec	8.0	20 mil	Lifetime	Lifetime	Lifetime	10 Year
Lux Haus	8.5	22 mil	Lifetime	Lifetime	Lifetime	10 Year

This limited warranty, from Engineered Floors, extends only to the original end-user and to flooring in its original installation. The Engineered Floors warranties are non-transferable. No installer, distributor or agent, or employee of Engineered Floors may alter the obligations or limitations of any Engineered Floors Warranty. The original receipt, as proof of purchase, is required. If a problem appears which is covered by these warranties, the original purchaser should contact the dealer where the product was purchased immediately and describe the problem.

INSTALLATION

Engineered Floors recommends that its floor coverings be professionally installed. If not, no labor costs will be considered should there be a valid claim. This warranty covers materials and reasonable labor costs (as determined by Engineered Floors, at its sole discretion) provided a professional installer was used and paid when the Luxury Vinyl Flooring (LVF) was originally installed, and provided further that such LVF was installed in accordance with the installation instructions. Workmanship errors should be addressed to the contractor who installed the floor. Your Engineered Floors LVF should be professionally installed by contractors who have demonstrated expertise in installing the floor covering. Engineered Floors does not warrant installers' workmanship. The LVF must be installed correctly over a properly prepared sub-floor and regularly and properly maintained. The consumer and installer are responsible for final inspection of the product before permanent installation. Engineered Floors is not responsible for labor costs to replace visibly defective product after installation.

REPLACEMENT/REPAIRS

Engineered Floors reserves the right to repair any LVF or use its own installer for replacement LVF product. If Engineered Floors repairs or replaces a LVF product as a result of a warranty claim, the consumer is required to remove, store, and re-install all fixtures, furnishings, and any items placed over the affected areas subsequent to the original installation. These costs are the consumer's responsibility. Engineered Floors will, at its discretion, repair or replace the defective product according to the proration chart listed in this document. The replacement product is warranted for the remainder of the original warranty period. Engineered Floors recommends that appropriate replacement stock of the LVF product be kept if needed for future product repair or replacement.

COVERAGE

This limited warranty covers manufacturing defects and loss of original pattern and color due to stain, fade or wear, provided that the LVF covered by this limited warranty is (i) installed and maintained according to the LVF Installation Instructions and (ii) subject only to normal residential or commercial use. Residential warranties apply to products installed in non-commercial, owner-occupied, residential premises (single-family homes, condominiums, town houses, etc.). Residential rental units fall under the commercial warranty only. Commercial implies high foot traffic and well as routine and scheduled maintenance protocols.

MANUFACTURING DEFECTS WARRANTY



Engineered Floors warrants to the original purchaser of its products that, if properly installed, the products shall remain free of manufacturing defects for the indicated period of time, starting from the date of original purchase, as long as the original purchaser owns the property. The product will be manufactured according to the floor covering industry's standards and tolerances in quality variation. Engineered Floors will replace or repair defective materials including reasonable labor costs during the first five (5) years from the date of the original purchase. If the owner hires a third party to install the product, the owner is responsible for that party's judgment. Material installed with obvious defects will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to restrictions and limitations outlined in the Conditions/Exclusions and Limitations sections.

WEAR, STAIN AND FADE WARRANTY

Engineered Floors warrants to the original purchaser that its LVF products will not wear, stain or fade from normal use for the indicated period of time specified on the authorized retailer's sample, starting from the date of original purchase. Engineered Floors requires that the LVF was installed and maintained in accordance to the installation instructions and subject to normal residential or commercial use, as further detailed for any individual warranted for a specific product. This warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

Definitions:

- Wear must be through the wear layer to the degree that the printed pattern is altered.
- Fade must be to the degree that the floor is permanently discolored.
- Stain is defined as a permanent change in color of the surface of the product caused by common household food, beverages, and recommended cleaning products as indicated in our Care and Maintenance Guide.

PET-PROOF WARRANTY

Engineered Floors warrants to the original purchaser that its LVF products will resist staining from pets (domestic dog or cat) including feces, urine and vomit for the indicated period of time specified on the authorized retailer's sample, starting from the date of original purchase when properly installed and maintained. This pet-proof warranty is defined as a permanent change in color of the surface of the product after proper spot cleaning as outlined in the care and maintenance guide. This warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

WATERPROOF WARRANTY

Engineered Floors warrants its LVF products for the indicated period of time specified on the authorized retailer's sample from the date of original purchase to the original purchaser to be waterproof and that the structural integrity of the flooring plank will not be significantly diminished by topical exposure to water for the life of the product. The flooring planks integrity will not be affected by moisture, it is probable that when excessive moisture that flows over the edge of the flooring surface onto the subfloor or into other surrounding structures/building materials or where there is standing water, mold or mildew growth can occur. LVF is not a moisture barrier.

This limited warranty excludes damage from mold and mildew growth due to prolonged exposure to moisture, damage to surrounding structures such as, but not limited to, subfloors, walls, fixtures, furniture, underlayment, moldings, trims or subfloor heating systems. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring including, but not limited to, damage from subfloor hydrostatic pressure or other conditions that result in water or moisture under the floor. This warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

CONDITIONS/EXCLUSIONS

The residential limited warranty is not transferable and applies only to the original purchaser of the LVF product, not to any subsequent owner or user of such product, regardless of how such ownership or use arises. The commercial warranty is not transferable and applies only to the original purchaser of the LVF product, not to any subsequent owners or users of such product, regardless of how such ownership or use arises. Copies of the original sales receipt must be maintained. This warranty applies only where the affected area of the LVF is visible and covers an area greater than 10% of the room. The following are not covered by this limited warranty:

- Claims arising out of scratches and dirt. Some products tend to show more scratches and dirt due to color and may require more maintenance.
- Shading claims for an overall white product that touches another white plank or tile floor covering.
- Damage caused by improper installation (including but not limited to improper adhesives and improper subfloor preparation as outlined in the Installation Instructions).
- Damage caused by exposure to extreme heat, freight, accidents, intentional abuse, misuse, improper care and maintenance, vacuum cleaner beater bar, indentations, improper rolling loads, use of chairs or other furniture without proper floor protectors



or caster wheels, cuts, surface scratches, impact, changes in color or sheen appearance when exposed to a natural light source, subfloor conditions, fire or smoke damage, flooding caused by natural disaster, water or liquid intrusion, exterior application or modification, alterations, repair or service by a non-authorized third party, or construction-related damage.

- Minor shading, color or texture differences between samples and delivered product, all of which will be determined at Engineered Floor's sole discretion.
- The following items must be cleaned promptly as they can discolor the grout lines and will not be covered under this warranty: ink, iodine, Mercurochrome, Betadine, dyes, asphalt, tar, grease, baking grease, cooking oils, and nail polish
- Damage arising out of the use of the LVF products to seal an existing subfloor from moisture, as LVF products will not inhibit the growth of mold or mildew associated with or caused by flooding, excessive moisture, hydrostatic pressure or alkalis found within a subfloor.
- Damage from any urine, feces, or vomit stains other than pets (domestic cat or dog).
- LVF products used for athletic playing surfaces, any recreational activity, or inappropriate end user activities.
- LVF that has been cut or altered; any installation of the wrong style, color or product with visible defects. Visible defects include but are not limited to shading, surface sheen, squareness, and product color. Labor is excluded on products installed with visible defects.
- Damage to surrounding structures such as, but not limited to walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating systems, or anything that is not the floor plank.
- Damage from neglect, pets, pebbles, other abrasives, insects, spike-heeled shoes, or improper maintenance.
- Flooring used outdoors.
- Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing.
- Discoloration or expansion from heat or sunlight. Avoid exposure to long periods of sunlight. Engineered Floors requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not overheated due to this exposure. This type of exposure can induce expansion which may cause buckling. Direct sunlight voids all warranties, express or implied; furthermore, the end user shall assume full responsibility for any failure of the flooring, and Engineered Floors shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight.
- Normal wearing of the finish in high traffic areas, pivot points, and seating areas.
- Engineered Floors cannot guarantee a perfect match between productions. Production runs are dye lot sensitive. There may be minor differences in color and texture between the dealer's sample and the finished material and from one lot to another.
- Moldings and accessories.

LIMITATIONS: The following limitations and conditions also apply:

- All maintenance instructions must be followed. The consumer must contact the authorized retailer for details.
- Change in surface gloss in traffic areas is normal and not covered by this warranty.
- Industry standards allow a maximum 5% irregularity in production. Such defects may be manufacturing related or natural. Should there be any indication that a piece of flooring may be defective due to manufacturing or factory finish, it should not be installed. Installation of flooring that contains any visible manufacturing defect is not covered by this warranty. Engineered Floors must be informed in writing of such defects within a reasonable time. What constitutes a "reasonable time" will be determined at Engineered Floors sole discretion.
- These warranties do not apply to any product designated as off-goods including, but not limited to, second quality, specials or non-standard items. Products so designated are sold "AS IS".
- Engineered Floors reserves the right at any time to modify or discontinue any of its products and will not be liable for changes. If the original product or color is no longer available, Engineered Floors may substitute with reasonably comparable products.
- A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand or dust from damaging the flooring.

ENGINEERED FLOORS DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. ENGINEERED FLOORS SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE LVF PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES



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CLAIMS

If a claim arises, it must be submitted to Engineered Floors in writing by the authorized retailer, within a reasonable time after the alleged defect or issue that is the subject of the claim is discovered by the original purchaser. What constitutes a “reasonable time” will be determined at Engineered Floors sole discretion. A claim form must be used and must identify: invoice number, lot number, invoice date, the LVF product collection, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed LVF product. Engineered Floors reserves the right to inspect or test the product at its sole discretion, in the event of a claim. If Engineered Floors determines replacement LVF product is necessary, and the identical LVF product is not available, Engineered Floors will, at its sole discretion, provide a LVF product of comparable quality, color and value. In the event that Engineered Floors repairs a LVF product, this limited warranty shall remain in effect with respect to such repaired LVF product. The above described remedies are the consumer's sole and exclusive remedies for claims under this limited warranty.

If Engineered Floors reimburses the consumer for the flooring under the terms of these warranties, Engineered Floors will credit a percentage of the original floor purchase price according to the proration chart below. Warranty for each flooring product is indicated on the retailer's sample.

RESIDENTIAL PRORATION SCALE

Claim Reported	Lifetime Limited	30 Year Limited	25 Year Limited	15 Year Limited	10 Year Limited	7 Year Limited	5 Year Limited
1 st to 5 th Year	100%	100%	100%	100%	100%	100%	100%
6 th to 10 th Year	75 %	75%	75%	50%	25%	10%	N/A
11 th to 15 th Year	50%	50%	50%	10%	N/A	N/A	N/A
16 th to 20 th Year	35%	35%	35%	N/A	N/A	N/A	N/A
21 st to 25 th Year	25%	10%	10%	N/A	N/A	N/A	N/A
26 th to 30 th Year	10%	5%	N/A	N/A	N/A	N/A	N/A
31 st and beyond	5%	N/A	N/A	N/A	N/A	N/A	N/A

COMMERCIAL PRORATION SCALE

Claim Reported	Material Allowed	Labor Allowed*
1 st Year	Material to Repair or replace defective material	Reasonable Consideration
1 st to 5 th Year	Material to Repair or replace defective material	50% Labor
5 th to 10 th Year	Material to Repair or replace defective material	No labor

***reasonable labor costs shall be determined by Engineered Floors.**

NOTE: SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO OTHER WARRANTIES BEYOND THIS EXPRESS WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. NO IMPLIED WARRANTIES OF ANY KIND ARE PROVIDED. EXCEPT AS HEREIN EXPRESSLY STATED, THERE ARE NO WARRANTIES OR CONDITION. EXPRESS OR IMPLIED, BY OPERATION OR OTHERWISE, FOR ANY BREACH OF CONTRACT, PRODUCTS LIABILITY, STRICT LIABILITY, NEGLIGENCE OR PART THEREOF FURNISHED HEREUNDER. THE PARTIES AGREE THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES AND/OR GUARANTEES, EXPRESS OR IMPLIED, ARE EXCLUDED FROM THIS TRANSACTION AND SHALL NOT PAY FOR THE CONTRACT PRODUCTS.

For additional information, please contact Engineered Floors Technical Services at 866-706-9745 Ext 7105 or hstechservice@engineeredfloors.com