

# WARRANTY



## PRODUCTS AND COVERAGE

ProSeries Vinyl Flooring is warranted to be free from manufacturing defects and under normal use and maintenance will not wear through the finish for the period specified in the table below. This limited warranty only applies if the product is installed and maintained according to ProSeries Installation Instructions. This limited warranty only applies to the original purchaser and the original installation site and is non-transferrable. With respect to the residential warranty, this applies only to the resident homeowner. Original sales receipt is required to verify the purchaser, date and location of purchase, and product type purchased.

PRODUCT	RESIDENTIAL	LIGHT COMMERCIAL
CLASSIC PLANK	LIMITED LIFETIME	5 YEARS
LUXE PLANK	LIMITED LIFETIME	10 YEARS
ELITE PLANK	LIMITED LIFETIME	10 YEARS
PRESTIGE PLANK	LIMITED LIFETIME	10 YEARS

## INSTALLATION

ProSeries Flooring is warranted to be free of visual defects prior to installation. You and/or your installer should carefully inspect each piece prior to installation to ensure that there is no visual manufacturing defect. Any pieces that appear to have defects should not be installed. ProSeries will not be responsible for any claim for flooring installed with visual defects. This Limited warranty only covers flooring that is installed according to the most updated ProSeries Installation Instructions.

## WARRANTY TERMS

If a defect covered by this Limited Warranty is found, reported, and deemed valid (at ProSeries' sole discretion), ProSeries will supply new flooring material of similar type and quality to replace the defective area or provide an in-store credit if similar type flooring is unavailable. ProSeries reserves the right to inspect any flooring (on site if necessary) or request samples and photographs which may be required to assess the validity of the claim under this Limited warranty. This warranty only covers flooring material. Labor is not covered.

## COVERAGE DEFINITIONS

- **Wear:** Must be through the entire wear layer to a degree that the printed pattern is significantly affected.
- **Light Commercial:** Refers to environments such as private offices and businesses that are not subject to frequent and harsh traffic.

## **EXCLUSIONS**

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including the use of improper cleaning solutions. Issues arising from improper subfloor preparation are not covered. Unevenness, irregularities, warping, peaking, noisy flooring, and plank/locking mechanism failure are not covered.
- Damage caused by fire, burns, abuse, flooding, spills, scratches, abrasive cleaning, scuffing, and staining are not covered
- Damage caused by vacuum cleaners, indentations or damage caused by spiked heeled shoes or other sharp objects, improper rolling loads, caster wheels, chairs, or furniture without proper floor protectors. Damage caused by office chairs, walkers, and wheelchairs is not covered. Damage caused by improper maintenance including the use of steam mops is not covered.
- Flooring installed in hotel lobbies, nursing homes, daycare centers, hospitals/clinics, hotels/motels is not considered light commercial and therefore not covered.
- Alterations in color or sheen from exposure to sunlight or due to use of improper (including rubber backed) mats.
- Installation in outdoor environments or indoor environments without adequately controlled temperature and humidity.
- Loss of gloss/sheen.
- Color, shading, pattern, or texture differences between samples (or printed/online photographs or illustrations) and delivered product.
- Flooring sold to the retailer "as is". It is the responsibility of the retailer to communicate this to the retailer customer.
- This flooring should not be used to seal an existing floor from moisture. Subfloor moisture issues must be resolved prior to installation. Problems arising from subfloor moisture or subfloor hydrostatic pressure are not covered. Damage arising from leaky pipes or flooding is not covered.
- Incidental or consequential damages including loss of time/revenue, inconvenience, and incidental expenses incurred during removal or reinstallation of the affected material is not covered unless allowed by the state which this product is sold in.
- ProSeries vinyl plank is a floating floor. Flooring that is adhered to the subfloor in any way including the use of adhesive or nails is not covered. Issues arising from items glued to the floor is also not covered.
- This limited warranty is in lieu of any other warranties, expressed or implied.

## **HOW TO FILE A CLAIM**

If you find a defect or other matter covered by the Limited Warranty as stated above, please notify the flooring retailer that sold you the flooring. The retailer will review the claim and if necessary file a claim with the distributor and/or manufacturer. Your flooring retailer will be the main point of contact in answering your questions during the claims process.