



# RIGID CORE GLUE-DOWN FLOORING LIMITED WARRANTY

GlobalFair maintains the highest standards to ensure all its Rigid core glue-down flooring planks are free from all manufacturing defects in the material.

## LIMITED WARRANTY

**GLOBALFAIR’S RIGID CORE GLUE-DOWN FLOORING PLANKS, WHEN INSTALLED INDOORS IN RESIDENTIAL AND LIGHT COMMERCIAL AREAS LIKE SMALL RETAIL SHOPS, BOUTIQUES, ETC. AND MAINTAINED IN A CLIMATE-CONTROLLED ENVIRONMENT AS PER OUR INSTALLATION GUIDE, WOULD NOT WARP, CUP, OR BUCKLE. FURTHERMORE, RIGID CORE GLUE-DOWN FLOORING PLANKS WHICH ARE MAINTAINED ACCORDING TO OUR MAINTENANCE GUIDE WILL NOT WEAR OUT, FADE, OR STAIN UNDER NORMAL HOUSEHOLD OR LIGHT COMMERCIAL CONDITIONS FOR THE PERIOD SPECIFIED FROM THE DATE OF PURCHASE, AS DETAILED BELOW. THIS WARRANTY IS EXCLUSIVELY APPLICABLE TO THE ORIGINAL END USER AS PER THE TERMS DEFINED HEREIN, AND PROOF OF PURCHASE IS REQUIRED FOR ALL WARRANTY CLAIMS.**

Rigid core glue-down flooring planks warranty Periods						
Wear layer	≥ 20 mil		12 mil - 20 mil		< 12 mil	
Place type	Residential	Commercial	Residential	Commercial	Residential	Commercial
No. of years	25 years	10 years	20 years	5 years	5 years	3 years

## LIMITED WATERPROOF WARRANTY

GlobalFair’s Rigid Core glue-down flooring planks, while not **waterproof**, are moisture resistant and the structural integrity of the flooring planks will not be significantly diminished by minimum exposure to water for the life of the product. The flooring should not be used as a moisture barrier. This warranty does not cover damages due to sub floor moisture, mold/mildew growth due to prolonged moisture exposure or any development associated with moisture. This warranty does not cover any damage to the floor and/or surrounding structures caused by casualty events involving water coming into contact with the floor and failures normally covered by homeowner’s insurance including but not limited to damages caused by flooding, standing water, leaky pipes/ faucets, household appliances, and hydrostatic pressure.

## GENERAL WARRANTY TERMS

- To file a claim, please contact the Authorized GlobalFair Point of Contact / Dealer where the flooring was purchased, in the format as prescribed at the time of filing the claim.
- This warranty applies solely to the first owner and only for the first installation of the product, does not cover for refurbished products and it is non-transferable. Any subsequent sale or transfer of ownership will result in warranty being voided. GlobalFair will not provide warranty coverage in such cases/ scenarios.





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- Following the submission of a claim, GlobalFair reserves the right to conduct an inspection of the flooring and may extract samples for additional evaluation. Any unauthorized attempts to repair or replace the flooring without prior consent from GlobalFair will render this warranty null and void.
- Claims for wear must show a minimum dimension sized area. Flooring must be checked for defects before installation and under sufficient lighting and planks deemed defective must not be installed under any circumstance.
- If the goods are found to be defective, GlobalFair, at its discretion, will either refund or replace the defective products, choosing the most feasible option to GlobalFair. However, GlobalFair disclaims any responsibility from any consequential damages, lost profits, or any associated costs or damages. All of which specifically excludes, including but not limited to labor, shipping, transport, disposal, or any costs associated with the product installation and related components. Such components, including but not limited to plumbing, walls, flooring, doors, fixtures, gas or electric appliances, cabinets or countertops, all of which are specifically excluded.
- This warranty does not cover the cost of installation, removal, subsequent damage, or transportation of the defective product, regardless of whether the work was performed by a contractor, service company, or consumer.
- GlobalFair reserves the right to replace the floor in a way that is appropriate to GlobalFair's wishes in the case that GlobalFair and the buyer cannot reach an agreement on the cost or replacement method.
- GlobalFair reserves the right to substitute for discontinued products with the comparable alternative product in terms of styling and color that is available at the time a claim is submitted.
- This warranty is valid only for rigid floor glue-down products used for their intended purpose as flooring materials in residential and light commercial applications within the United States. The warranty covers products used strictly in accordance with their designated application and Installation Guidelines, and it is not transferable. Any use of these products outside of their specified purpose for flooring will render this warranty void.
- GlobalFair would not bear any responsibility for any losses sustained or costs incurred that are reported after the expiration of the warranty period.
- Notification of any defects must be communicated in writing to GlobalFair within 30 days of discovery of the defect to qualify for limited warranty coverage. To initiate a claim under this warranty, please contact GlobalFair with details of the defects, accompanied by photos and the order number.
- No installer, retailer, distributor, agent, customer or any third party has the authority to alter or modify the obligations or limitations as stipulated in this warranty. Any original end user is bound by the obligations outlined in this warranty.
- It is advisable to retain a few cartons as buffer stock to address any accidental damage. It is advisable to consult a professional for plank replacement in case of damage.



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## EXCLUSIONS

- This warranty does not cover any damages resulting from **improper storage** of the rigid core planks, including but not limited to, (1) storage at less than 300mm above the ground, leading to moisture absorption; (2) storage in wet areas or areas prone to flooding and water exposure; -GlobalFair recommends to store in dry environment away from direct sunlight (3) storage in environments with extreme temperatures, which can negatively impact the material's stability and integrity; and /or (4) damage caused by storing the planks in direct sunlight, resulting in discoloration and material deterioration; and deformations caused by stacking heavy objects on top of the planks. Or any storage conditions deemed inappropriate in the given circumstance and environment.
- GlobalFair disclaims liability for issues including but not limited to: (1) planks installed with visible defects; (2) problems arising from the use of incompatible adhesives or improper glue application during installation; (3) color or gloss inconsistencies between product samples, replacement products, or illustrations and the actual product, as well as those resulting from the addition of material from a different lot supplied at a later date by GlobalFair; (4) damage or failure attributable to a radiant heated subfloor; (5) not complying with GlobalFair's Installation Guide or requirements; and/or (6) any issues stemming from the failure to acclimatize the flooring for at least **48 hours both prior to and following installation.**
- This warranty does not cover damage or failure arising from improper installation, excessive sub-floor moisture, inadequate sub-flooring, or inadequate subfloor preparations, absence of suitable moisture barrier, extreme temperature fluctuations, inadequate acclimatization period for the planks prior to and after installation, failure to leave adequate expansion gaps around the perimeter of the flooring, heavy static or dynamic loads, from the use of inappropriate/unsuitable or incompatible adhesives and underlayments.
- This warranty does not cover damage resulting from unsuitable post-installation conditions and actions, including but not limited to: (1) dragging or rolling heavy objects on the floor, which can damage the surface and/or locking mechanism - Please Note: the use of 1/8" Masonite is recommended during installation for floor protection; (2) damage or discoloration caused by accidents, chemicals, fires, cigar/cigarette burns, cuts, gouges, scuffs, flooding, moisture, mold or mildew; (3) tarnishing due to improper cleaning methods such as the use of soap, solutions, chemicals, or high-concentration detergents; (4) discoloration or bond release due to hydrostatic pressure or excessive moisture from sources like flooding or leaks; construction-related damage, including that caused by adhesives or tape; product deformities that are not measurable or only visible at certain angles or lighting; discoloration, fading, or normal changes in color from heat, intense artificial light, or direct sunlight; and damage or indentations from abuse or failure to adhere to GlobalFair's Maintenance Instructions.
- Damage or indentations in the following environments:



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- Areas that are not climate controlled, not meeting the requirement to always maintain controlled environment temperature between 60 and 85°F.
- Areas where the relative humidity of the floor is not maintained at 75% during installation.
- Areas exposed to extreme heat or cold including but not limited to saunas.
- Areas where commercial cleaning machines will be used or areas accommodating walkers and wheelchairs
- Areas exposed to movement of heavy objects such as displays, piano, racks, dentist chairs, etc.
- Areas that are exposed to direct sunlight for extended periods of time. GlobalFair recommends usage of drapes or blinds to minimize direct sunlight during peak sunlight hours for sliding doors and/or large windows.
- GlobalFair recommends usage of protective pads or coasters under heavy furniture to prevent indentation and scratches.
- GlobalFair recommends usage of doormats at points of entrance to trap dirt and debris from shoes. It could also prevent floor discoloration. Avoid using rubber-backed rugs, as they may stain or discolor the floor. If you have an asphalt driveway, use a heavy-duty doormat at your main door, as chemicals in asphalt can cause the flooring to turn yellow.
- Damage from chairs with small wheels, particularly office chairs, may cause heavy wear and tear over time due to concentration of motions and heavy loads on a small area of the floor. Always place a protective mat under this type of activity.

## IF YOU HAVE CLAIM

Contact or reach out to the Authorized GlobalFair Point of contact or Retailer where you purchased the floor and describe the issue. They will offer assistance in addressing your inquiries and, if required , initiate the claim process. If applicable, they will conduct an initial inspection of the issue. The findings of the inspection are required to be submitted to GlobalFair along with proof of purchase, a sample and/or clear photos of the defect, and/or any additional information GlobalFair might need to understand the cause of the issue.

## WHAT GLOBALFAIR WILL DO

- If GlobalFair honors a claim under this warranty, GlobalFair will replace the product. Alternatively, GlobalFair might refund the cost of the flooring material as mentioned in the claim.
- This warranty is limited to the designs, colors, styles, structures and SKUs available at the time of the repair or replacement. If the original product is no longer available, we reserve the right to substitute it with another design, color, style, structure or SKU that is similar to the original and of equivalent value.



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- GlobalFair reserves the right to replace only the specific pieces of flooring that are subject to the claim or issue. The term 'replacement' in this Warranty does not imply the replacement of the entire floor purchased, unless GlobalFair deems such action necessary.
- The determination of whether the warranty is to be issued will hinge upon the obligations fulfilled by the end user. This decision will be conclusive and binding on all parties involved. Adherence to our Installation Guide and Maintenance Guide is mandatory.

## LIMITED NATURE OF WARRANTY AND LIMITATION ON DAMAGES:

**THE CUSTOMER IS HEREBY NOTIFIED AND AGREES THAT GLOBALFAIR'S MAXIMUM LIABILITY FOR ANY CLAIMS OR DAMAGES ARISING FROM THE PURCHASE IS LIMITED TO EITHER REPLACING THE GOODS OR ISSUING A REFUND FOR THE PRODUCT THAT HAS BEEN ORDERED. GLOBALFAIR WILL NOT BE RESPONSIBLE, UNDER ANY CIRCUMSTANCES, FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, ADDITIONAL, OR INDIRECT DAMAGES, INCLUDING INSTALLATION COSTS OR LOST PROFITS OR UNFORESEEN CONSEQUENCES, THAT MAY ARISE IN CONNECTION WITH PURCHASING AND USING THE PRODUCTS. THE LIMITED EXPRESS WARRANTY SET FORTH ABOVE IS THE SOLE WARRANTY THAT GLOBALFAIR IS MAKING. GLOBALFAIR HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THE LIMITED EXPRESS WARRANTY, MOREOVER, APPLIES SOLELY TO THE ORIGINAL PURCHASER OF THE PRODUCT FROM GLOBALFAIR AND IS NOT ASSIGNABLE OR TRANSFERABLE. IT IS IMPORTANT FOR THE CUSTOMER TO CAREFULLY REVIEW AND UNDERSTAND AND AGREE TO THESE TERMS BEFORE MAKING A PURCHASE FROM GLOBALFAIR.**