

Care and Maintenance

To ensure a long lasting and durable product, we recommend that you:

Do:

- Wipe any spills as soon as possible. Do not use abrasive scrubbing tools on any of the NewAge Stone Composite Luxury Products.
- Use a clean mop/ cloth each time you clean NewAge Stone Composite Flooring.
- Frequently sweep, dust, damp mop, or vacuum (without beater bar) your floors to remove any particles.
- Avoid spills of paints, dyes or abrasive chemicals.

Do Not:

- Vacuum with a beater bar
- Use cleaning agents or finishes intended for other types of flooring such as ceramic tiles or hardwood floors. Cleaning Agents should not contain wax, oil or polish.
- Use high abrasive scrubbing tools or "mop and shine" products.

Proactive Care

- NewAge Products Inc. does not suggest to use rubber or latex-backed mats. Chemicals found in rubber or latex mats could discolor your floors. Use a non-staining vinyl-backed mat or a woven rug that is colorfast.
- When moving heavy objects or furniture, use protective sheets and "walk" the object instead of dragging/ pulling it across.
- Keep Pets Nails Trimmed

Warranty

NewAge Products Inc., a limited liability company incorporated and existing under the laws of Ontario, Canada, with its registered office at 111 Creditview Road, 2nd floor, Vaughan, Ontario, Canada, L4L 9T1 (“NewAge Products”).

Products and Coverage

Product	Wear Layer	*Residential	**Commercial	***Garage Spaces
9.5mm Stone Composite Floor Tiles	0.7mm / 27.6 mil	◦ Limited Lifetime	◦ Limited 10 Year Commercial	◦ Limited 5 Years
9.5mm Stone Composite Floor Planks	0.7mm / 27.6 mil	◦ Limited Lifetime	◦ Limited 10 Year Commercial	◦ Limited 5 Years
5mm Stone Composite Wall Tiles	0.3mm / 11.8 mil	◦ Limited Lifetime	◦ Limited 10 Year Commercial	◦ Limited 5 Years

* **Residential** : Refers to interior residential spaces

****Commercial** : Refers to heavy traffic environments such as offices, public buildings, retail shops, restaurants, showrooms, daycares and common areas in buildings.

*****Garage Spaces**: Refers to residential garage spaces. NewAge Stone Composite Luxury Flooring has been designed to be heavy duty and can withstand heavy and frequent traffic.

◦ **Limitations of this warranty is defined through exclusions on [page 27](#)**

NewAge Products Stone Composite flooring has been designed to withstand both commercial and residential spaces making it the ideal flooring solution for your needs. By following the provided care and maintenance within the valid years in the warranty, NewAge Products Stone composite flooring is:

Water Resistant- NewAge Stone Composite flooring will not swell or lose integrity when exposed to water.

Scratch Resistant- NewAge Stone Composite flooring is resistant to light surface scratches that will not go through the top decorative layer.

Stain Resistant- NewAge Stone Composite Flooring will resist staining from household and consumable items.

Pet Friendly- NewAge Stone Composite Flooring does not emit harmful chemicals and can resist staining caused by accidents.

Not required to Acclimate- NewAge Stone Composite Flooring does not require 24 hour acclimation prior to install.

Warranty (Contd.)

Provisions

This warranty is non-transferable and applies to the original purchaser and original installation site when purchased. Proof of purchase is required therefore please keep your receipt or obtain it from the original purchaser. Under no circumstances will NewAge Products be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting from a problem about which a claim is made. NewAge Products excludes any liability for lost profits and will not pay any other indirect, special, incidental or consequential damages under this warranty.

Pre-Install

Prior to installation, ensure the installation instructions has been read and the products have been inspected. Any pieces with defects should not be installed and NewAge Products will not be responsible for flooring installed with visual defects.

What Is Covered?

Residential

If installed correctly using the installation instructions provided and the proper maintenance is being followed, NewAge Stone Composite Luxury Flooring warrants that during the warranty coverage the products above:

- Will not wear through¹ the top decorative wear layer. Scratches, cuts, dents or reduction in gloss levels are not considered wear.
- Will not stain² from consumable items such as food, drinks and common household items such as cleaning products.
- Will not curl at the edges
- Will not rip or tear from normal household use
- Will not result with discoloration, mold or mildew growth from the pre-attached underlayment.

Wear Through¹ : is defined as damage to the top decorative layer due to household use.

Stain² : is defined to be a permanent discolouration to the surface of the flooring that is not capable of being cleaned off.

Commercial

If installed correctly using the installation instructions provided and the correct care and maintenance instructions are followed, NewAge Stone Composite Luxury Flooring warrants that during the warranty coverage the products above:

- Will not wear through¹ the top decorative wear layer for the term length of the warranty coverage set above.
- Will not stain² from consumable items such as food, drinks and cleaning products.

Warranty (Contd.)

-Will not curl at the edges.

- Will not result with discoloration, mold or mildew growth from the pre-attached underlayment.

When choosing a floor, consider the space where it will be installed and select a visual that will withstand to the expected level foot traffic. If you have questions about a specific application, please contact a NewAge Products representative prior to purchase.

Wear Through¹ : is defined as damage to the top decorative layer due to household use.

Stain² : is defined to be a permanent discolouration to the surface of the flooring that is not capable of being cleaned off.

Replacement and Repairs

In the event that NewAge Products Inc. replaces any flooring covered under this Warranty, this warranty shall remain in effect with respect to the flooring for a period limited to the remaining eligible duration of the original warranty. During the duration of the warranty, NewAge Products Inc. will replace the defected flooring once with a new flooring material of similar colour and pattern to replace the defective area. There will be no other form of compensation.

For any additional enquiry's or questions regarding the terms of this Warranty, contact NewAge Products Customer Service at 1.877.306.8930. NewAge Products has the right to request images, proof or information that may be required to ascertain the nature of any claims under this Warranty. Failure to provide this information may result in your claim being denied.

What Does Water Resistant Mean?

If exposed to water, NewAge Stone Composite Luxury Flooring will not swell or lose integrity. Water Accidents should be cleaned up immediately and should follow the proper Care and Maintenance breakdown provided. NewAge Products cannot guarantee the installation is water resistant in cases of wrong floor installations and/ or human errors during the installation of the floors.

In cases of large standing water or flooding, NewAge Stone Composite Luxury Flooring will not work as a barrier for the subfloor or any other surrounding structures. In the case of flooding and the subfloors or surrounding structures get damaged, it will not be covered by this warranty. In the case of water or moisture being trapped beneath the floor due to improper sub-floor or improper installation, it will not be covered by this warranty.

What does Scratch Resistant Mean?

NewAge Stone Composite Luxury Flooring is resistant to light surface scratches³ and dents making it highly durable for residential and commercial use. NewAge Stone Composite Luxury flooring will not get physically damaged or discoloration as long as the proper care and maintenance is followed. In the case of scratches caused intentionally or due to careless handling, it will not be covered by this warranty.

Light Surface Scratches³: refers to scratches that will not go through the top protection layer and printed pattern.

Warranty (Contd.)

What does Stain Resistant Mean?

When exposed to accidents such as dirt, spills from household cleaning products, soiling from pets and consumables, NewAge Products flooring will not stain. In case of any accidents, it should be cleaned up immediately and should follow the proper Care and Maintenance breakdown provided. Mishandling of the product and lack of care will not be covered by this warranty.

What does Pet Friendly Mean?

NewAge Stone Composite Flooring does not emit harmful chemicals and can resist staining caused by accidents. In case of any accidents, it should be cleaned up immediately and should follow the proper Care and Maintenance breakdown provided. Mishandling of the product and lack of care will not be covered by this warranty. Scratching caused by pets will not be covered by this warranty.

What Does No Acclimation Mean?

NewAge Stone Composite Luxury Flooring is heavy duty and does not require 24 to 48 hour acclimation prior to install.

Exclusions

The following are not covered by this warranty:

- Minor shading, colour or texture differences between samples, photographs and delivered products
- Damage caused by natural causes or acts of God such as fire and flooding.
- Damage caused by intentional abuse, lack of maintenance, burns, fire, spills of harsh chemicals, construction or installation.
- Damage caused by vacuum cleaner beater bar, improper rolling loads, improper loads on caster wheels, chairs or other furniture without proper flooring protection. When moving furniture or appliances, make sure your floors are protected from causing scuffing or tears.
- Damages caused during installation – including installing defected floors and not following the installation instructions.
- Damage caused by moisture to surrounding structure such as walls, subfloors, fixtures, underlayment, moldings, trims, subfloor heating elements or anything that does not offer structural integrity or stability to the NewAge Stone Composite Floors.
- Changes in colour or gloss due to the use of rubber or latex-backed mats
- If Flooring sold “as is” without warranty
- Flooring that is installed outdoors. NewAge Stone Composite Luxury Flooring has not been designed for outside installations.
- Improper installation of Products and inappropriate end-user activities including failing to properly follow care and maintenance or Installation instructions provided.

Warranty (Contd.)

- Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- Light Surface scratches³ over time is normal wear & tear and is not a product flaw.
- Scratches or dents caused by accidents
- Obvious defects once they are installed. It is the customer's responsibility to inspect all products before installation.
- NewAge Stone Composite Flooring has been designed to withstand high traffic areas including garages. However discoloration may still occur.

Light Surface Scratches³: refers to scratches that will not go through the top protection layer and printed pattern.