



LIMITED WARRANTY – LUXURY VINYL PLANK & TILE FLOORING (rev. 12.2020)

Manufacturer warrants their luxury vinyl plank and tile flooring products to be free of manufacturing defects for the length of time set forth below, from the date of purchase. This warranty applies only to the original purchaser and is not transferrable.

This Limited Warranty applies provided the recommended installation guidelines and maintenance procedures are followed. Please refer to installation guidelines in each carton for complete details on installation and maintenance or visit manufacturer’s website for the most current installation guidelines and maintenance procedures. Manufacturer reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim.

Manufacturer will repair or replace any flooring which is proven to be defective, at the sole discretion of Manufacturer. Manufacturer will repair or replace defective material at Manufacturer’s sole discretion, with new Manufacturer’s product of the same or similar style, size, color, grade and gauge. Manufacturer will pay reasonable labor costs if flooring was professionally installed. Products that were damaged in shipment, from improper handling or improper installation would not constitute a valid claim under this Limited Warranty.

Manufacturer reserves the right to final judgment regarding the approval for any repair or replacement of product.

WHAT THE WARRANTY COVERS:

PRE-INSTALLATION LIMITED WARRANTY

Manufacturer warrants that the product is free of manufacturing and visual defects. You and/or your installer should carefully inspect each piece prior to installation. Any pieces that appear to have defects should be set aside and should not be installed. Manufacturer will not be responsible for any claim for product installed with known manufacturing or visual defects. Manufacturer will not pay labor costs for flooring installed with known manufacturing or visual defects.

MANUFACTURING LIMITED WARRANTY

Flooring is warranted to be free from manufacturing defects for a period of one year from the date of purchase. Should a defect occur within the stated warranty period, Manufacturer will at its sole discretion, repair or replace that portion of the flooring determined to be defective, with Manufacturer’s product of the same or similar style, size, color, grade and gauge.

WEAR LIMITED WARRANTY

Flooring is produced with a protective wear layer. Manufacturer warrants that there will be no wear-through of the wear layer for the amount of years indicated in the table below for each flooring type and specific wear layer thickness, due to normal wear, traffic or recommended maintenance. “Wear-through” refers to complete loss of the wear layer so that the printed design layer is changed or affected. Should wear-through of the wear layer occur, Manufacturer will at its sole discretion, repair or replace that portion of the flooring determined to be defective, with Manufacturer’s product of the same or similar style, size, color, grade and gauge.

Product Type	Overall Thickness	Wear-layer Thickness	Residential Limited Warranty	Commercial Limited Warranty	Manufacturing Limited Warranty	Labor Year 1	Labor Year 2	Labor Year 3	Labor Year 4	Labor Year 5 +
LVT/LVP	2 mm–3 mm	6 mils	10 years	N/A	1 year	100%	50%	40%	30%	N/A
LVT/LVP	2 mm–3 mm	8 mils	15 years	7 years	1 year	100%	50%	40%	30%	N/A
LVT/LVP	2 mm–3 mm	12 mils	20 years	10 years	1 year	100%	50%	40%	30%	N/A
LVT/LVP	3 mm	20 mils	30 years	15 years	1 year	100%	50%	40%	30%	N/A

If corrective action is taken on an existing defect, you will continue to receive limited warranty coverage for the remaining period of your original limited warranty.

Labor must be provided by a certified professional flooring installer, using the guidelines put forth by Manufacturer in the installation guidelines and maintenance procedures. The cost of repair or replacement labor by a professional installer will be paid according to reasonable and customary labor rates approved by the Manufacturer.

Wear Limited Warranty in multi-family units and common areas will be covered under the specific Commercial Wear Warranty associated with the product.

WHAT THE WARRANTY DOES NOT COVER:

- Dissatisfaction or damages caused by improper installation, improper adhesive, improper or insufficient maintenance.
- Differences in color between actual products and samples, or printed illustrations.
- Damage caused by excessive moisture, mold, mildew, alkali or hydrostatic pressure.
- Damage to surrounding structure, walls, subfloor, fixtures, furniture, moldings, trims, heating elements or anything that is not the floor plank or tile.
- Damage resulting from floods, plumbing or appliance leaks.
- Damage caused by smoke, fire or other casualty.
- Damages caused by negligence, improper use or abuse to include scuffs, scratches, indentations, cuts, tears, burns, stains or damage from heavy objects or abrasive materials.
- Damage or stains from rubber backed or cocoa-fiber mats.
- Damages resulting from lack of or improper furniture protection, rolling caster chairs or rolling loads.
- Reduction of gloss from use.
- Color or gloss variation resulting from different lot numbers.
- Damage from exposure to extreme heat or sunlight. Window coverings should be used to avoid damage from prolonged exposure to sunlight or heat.
- Products sold "as is", or products sold as irregulars, seconds or other than first quality materials.

Warranty Service:

Warranty service is provided Swiff-Train Company, 10850 Train Court, Houston, Texas 77041. To obtain a Request for Evaluation Form and/or warranty information, you may call 1-800-929-1222 or via email at resolutions@swiff-train.com. Any claim under this Limited Warranty must include a completed Request for Evaluation form, accompanied by a dated proof of purchase or invoice, photos and/or samples. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

This limited warranty is made solely to the original purchaser of Manufacturer's flooring products and is not transferable under any circumstances. Limited warranty period begins on date of purchase. This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of Manufacturer, or any other person, is authorized to assume for Manufacturer any additional liability or responsibility in connection with Manufacturer's products. Consequently, agents, employees, distributors, and dealers of Manufacturer are not authorized to make modifications to this limited warranty, or additional warranties on behalf of Manufacturer. Accordingly, additional statements such as dealer advertising or presentations, whether oral or written, do not constitute warranties by Manufacturer and should not be relied upon. **IMPLIED WARRANTIES OF MERCHANTABILITY ARE LIMITED TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY CASE, MANUFACTURER SHALL NOT BE LIABLE FOR SPECIAL, CONSEQUENTIAL, OR INDIRECT OR OTHER DAMAGES ARISING FROM BREACH OF LIMITED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR OTHER LEGAL THEORY EVEN IF MANUFACTURER OR ITS AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

Manufacturer reserves the right to modify or change this warranty at any time. This warranty is effective for all products purchased after January 1, 2021.

Rev. 12/2020