



## **LIMITED WARRANTY**

### **25 YEAR RESIDENTIAL**

### **10 YEAR LIGHT COMMERCIAL**

This warranty covers the replacement of vinyl plank flooring with current products that are comparable to the original, or a refund that is prorated based on the date of purchase. However, it does not cover labor costs (including the installation of the replacement floor), any loss of time, incidental expenses, or other damages. Damage resulting from improper installation or failure to follow Care & Maintenance guidelines is also not covered. Additionally, issues such as burns, tears, indentations, stains, and a reduction in gloss level due to normal use are excluded. Problems like gapping, shrinkage, squeaks, or any structural issues related to the sub-floor are not covered under this warranty.

1. Maximum temperature for radiant heated floors should not exceed 85 degrees Fahrenheit.
2. Sub-floor imperfections must not exceed 1/8" or the sub-floor should be leveled. The product must be installed in an air-controlled room. Areas that have large swings in temperature will see unusual amounts of movement in the flooring. Rooms that have large windows and expose the flooring to large amounts of sun for long periods of time will see larger amounts of expansion. It is recommended that for these rooms you close drapes or blinds during prolonged sun exposure. Prolonged exposure to direct sunlight may cause rippling in the floor, these are exclusions from a warranty claim.

### **RESIDENTIAL WARRANTY**

The warranty belongs to you, the original end-use purchaser, and begins when you purchase the vinyl flooring and extends for the limited warranty period stated above. The basis of any warranty related claim is the original Choice Flooring invoice or authorized Choice Flooring dealer. Installation guidelines, specifications, and resilient care recommendations can be obtained from your dealer.

Our Residential Limited Warranty for vinyl plank means that 25 years from the date of purchase, your floor will be free from manufacturing defects. Manufacturing defects include delamination, locking system, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F3261. The vinyl layer of the floor plank is warranted not to wear through under normal residential use during the period of this warranty. Gloss reductions, scratches and dents in the finish are not considered surface wear and are not covered under the warranty. Wear-through is defined as wear due to normal foot traffic that will not wear through to the pattern layer of the product. Choice Flooring warrants that for the stated warranty period, the structural integrity of the vinyl flooring or tile will not be significantly diminished by exposure to surface moisture. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Damage caused by mold and/or mildew, excessive moisture, hydrostatic pressure, floods, and standing water from leaky pipes is excluded from this warranty.

## **LIGHT COMMERCIAL WARRANTY**

The warranty belongs to you, the original end-use purchaser, and begins when you purchase the vinyl flooring and extends for the limited warranty period stated above. The basis of any warranty related claim is the original Choice Flooring invoice or authorized Choice Flooring dealer.

Our Commercial Warranty for vinyl plank means that for 10 years from the date of purchase, your floor will be free from manufacturing defects. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F3261. The vinyl layer of the floor plank is warranted not to wear through under normal commercial use during the period of this warranty. Gloss reductions, scratches and dents in the finish are not considered surface wear and are not covered under the warranty. Wear through is defined as wear due to normal foot traffic that will not wear through to the pattern layer of the product. Improper installation or workmanship should be directed to the contractor who installed the floor. Many commercial sites necessitate a full adhesive glue-down installation, especially in areas with heavy foot traffic and significant rolling loads.

## **PRE-INSTALLATION LIMITED WARRANTY**

Choice Flooring guarantees that this product is free from visual defects. Visual defects include issues such as peeling, cracking, or yellowing. Please note that variations in color between the vinyl flooring and samples, photographs, or production lots are not covered by this warranty. As well as differences in gloss level or texture between the vinyl flooring and samples, photographs, or production lots are not covered by this warranty. It is essential that you and/or your installer carefully inspect each piece before installation. Any pieces that show signs of defects should not be installed. Choice Flooring will not be held responsible for any claims regarding vinyl flooring that has been installed with visual defects.

## **EXCLUSIONS TO LIMITED WARRANTY**

- Dissatisfaction due to improper installation or maintenance. For additional information on proper installation and maintenance, please review the information on the product packaging installation instructions.
- Damages resulting from misuse or abuse include but are not limited to, scratches, cuts, burns, stains, indentations, improper or insufficient maintenance, and lack of proper floor protectors.
- Discoloration caused by using rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways or parking lots.
- Reduction of gloss from use.
- Residential or Commercial installations with heavy wheeled cart, chair, appliance, or furniture traffic that permanently indents or damages the flooring.
- Damage to the surrounding structure, walls, sub-floor, fixtures, furniture, underlayment, moldings, trims, sub-floor heating elements, or anything not on the plank or tile; damage resulting from mold and mildew growth due to prolonged exposure to moisture; or flooring installed outdoors.
- Differences in color, gloss and texture between vinyl flooring and samples, photographs, or production lots.
- Problems arising from excessive moisture, alkali or water pressure from sub-floor or floods.
- Indentation can occur from improper use, including heavy static loads such as furniture, appliances, or storage containers that remain stationary for an extended period. Additionally, high heels, spiked shoes, rolling loads, and chairs or other furniture without floor protectors can also contribute to this issue.
- Cracking, warping, soiling, fading, improper maintenance, or abuse caused by items such as roller skates, golf

shoes, or wheelchairs.

- Damage that is caused by chemically reactive materials, adhesive or tape, dye, mold, stains, spillage, burns, gouges, scratches, indentations, accidents, abuse or any harsh scouring pads while buffing.
- Damage due to UV light, thermal heat sources, or damage to the floor caused by exposure to temperatures above 85 degrees Fahrenheit or below 55 degrees Fahrenheit.
- Damage caused by flooding, fire, or any other act of God.

## **WARRANTY DISCLAIMERS**

WHILE VINYL FLOORING IS DESIGNED TO BE DURABLE AND LONG-LASTING, THIS WARRANTY DOES NOT GUARANTEE THAT THE PRODUCT WILL BE FREE FROM SCRATCHES, SCUFFS, OR OTHER SIGNS OF NORMAL WEAR AND TEAR. THE WARRANTY ALSO DOES NOT COVER DISCOLORATIONS FROM EXPOSURE TO SUNLIGHT, CHEMICALS, OR MOISTURE, NOR DOES IT COVER ANY PERFORMANCE ISSUES RELATED TO THE SUB-FLOOR OR ENVIRONMENTAL CONDITIONS. THIS WARRANTY IS THE ONLY WARRANTY PROVIDED BY CHOICE FLOORING AND REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CHOICE FLOORING SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES RESULTING FROM DEFECTS IN THE FLOORING, INCLUDING BUT NOT LIMITED TO LOSS OF USE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES INCURRED BY THE PURCHASER OR BY ANY OTHER PERSON, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALL COVERINGS, PAINT, AND ALL RELOCATION COST ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF ANY FLOORING PRODUCTS. THE REMEDIES AS MORE FULLY DESCRIBED IN ABOVE LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR ANY BREACH BY CHOICE FLOORING OF ANY EXPRESSED AND/OR IMPLIED WARRANTIES THAT MAY PERTAIN TO THE FLOORING PRODUCTS. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE FLOORING PRODUCTS. THIS LIMITED WARRANTY SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF GEORGIA AND ANY APPLICABLE FEDERAL LAWS OF THE UNITED STATES OF AMERICA. ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF GEORGIA OR IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF GEORGIA. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE VINYL FLOORING.

IN THE EVENT OF A DEFECT COVERED BY THIS WARRANTY, THE PURCHASER MUST PROVIDE PROOF OF PURCHASE AND PHOTOGRAPHS OR SAMPLES OF THE DEFECTIVE PRODUCT. CLAIMS SHOULD BE MADE WITHIN THE WARRANTY PERIOD AND SUBMITTED DIRECTLY TO THE RETAILER OR DISTRIBUTOR FROM WHICH THE FLOORING WAS PURCHASED. THE MANUFACTURER RESERVES THE RIGHT TO INSPECT THE PRODUCT PRIOR TO APPROVING ANY WARRANTY CLAIM. FOR ANY QUESTIONS REGARDING THIS WARRANTY OR ABOUT HOW TO FILE A CLAIM, PLEASE CONTACT CHOICE FLOORING AT 800-872-8426.



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