



## **Warranty Information**

### **Exalt-LVT Products - Limited Warranty**

Exalt Floors ("The Company") warrants the Exalt-LVT floor products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below.

### **Coverage**

This warranty covers manufacturing defects, delaminating, and loss of original pattern, when the flooring is subject to normal use, provided the flooring covered by this warranty is installed and maintained according to the installation instructions included on the sold package. Original installation must be professionally installed or it will void all warranties. In order to be considered professionally installed, Exalt floors must be installed by a certified professional installer—certified by CFI International or similar experience level. Please visit [www.cfiinstallers.com](http://www.cfiinstallers.com) for more information.

### **Terms for Warranty**

Within 10 Years – If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within 10 years of purchase, and falls within the guidelines of this warranty, The Company will conduct an investigation of the premises. If deemed to be under warranty, The Company will supply new flooring material of similar color, pattern and quality to replace the defective area. The Company will not pay for Labor costs.

### **Exclusions**

The following are NOT covered by warranty:

Exalt flooring is not to be waxed, thus a waxed floor is not covered under warranty. Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner, beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages. Darker colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against such claims. We will not accept shading claims for an overall lighter color floor with touching planks or tiles. Gaps are not covered by warranty after 14 days of install: A gap is defined as seam separation along the long or short end of the plank under normal commercial use. Gaps are not considered a material defect, they can happen over time, and common causes are humidity, irregular sub-floor, furniture movement, and heavy traffic patterns. The company can offer to hire and install and repair such gapping with reasonable labor costs to the customer. If the material itself is found to be defective, we offer material reimbursement at 100% if the defect is reported within the first 7 days of the original purchase, and at 50% if the gap defect is reported within 14 days of the original purchase. Labor costs will not be reimbursed if the defect is reported after 14 days from the original purchase pursuant to The Company Commercial installation instructions. Wear from chairs or other furniture without proper floor protectors will void the warranty. Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty. Sub-floor irregularities and humidity can cause premature wear on the wear-layer, gapping, and will void the warranty.

Dissatisfaction due to improper installation or installation contrary to The Company recommendations will void the warranty. Labor on material installed with obvious defects is not covered by this warranty. Customer has 7 days from date of delivery and/or install to inspect and note any warranty issues. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty. Using non-recommended floor care products may damage the floor and void the warranty. Purchase of "seconds", "remnants", "mill trials" or other "irregular" (non-first quality) flooring material, or material not part of, or available in the regular The Company product line are not warranted. Note: If the The Company floor fails to perform as stated in the applicable Limited Warranty, The Company will, at its option: (i) repair without charge the affected flooring to conform to the warranty; or (ii) replace the affected flooring without charge, with flooring of equal value and/or quality. The Company will not pay for reasonable labor costs per the conditions stated above. The Company will not pay for the removal or replacement of cabinets, appliances, or other fixtures. Replacement floors are warranted here under only for the remaining time of the original warranty and are not warranted to match samples or marketing materials (ie. photographs, brochure, website, etc) or match in color, dye lot, and gloss with your existing floor. Shading, color, pattern, or texture differences between samples and delivered product. This warranty is void if prior to installation, The Company floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and if post-installation, The Company floors are not continuously maintained at such temperature.

Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state. This warranty is in lieu of any other warranties, expressed or implied. The Company needs proof of purchase in order to verify date of purchase to help resolve any problems.

### **Replacement/Repairs**

The Company reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If The Company repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that The Company repairs a floor, this warranty shall remain in effect with respect to such floor.

### **Warranty Owner**

This Warranty applies only to the original purchaser of the The Company floor products, not to any subsequent person or corporation. For details please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, THE COMPANY WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. EXCEPT AS SET FORTH HEREIN, THERE ARE NOT EXPRESS WARRANTIES MADE BY THE COMPANY.