



# Luxury Vinyl Warranty

## Citadel Tile

Warranty	
Product Warranty	Lifetime Residential / 15 Year Commercial

**SOLE & EXCLUSIVE LIMITED WARRANTY:** This warranty is provided by Flooring2 and is extended only to the original home-owner/end-user. Flooring2 warrants that the product, when installed properly using the recommended tools and procedures, shall perform in accordance with the published specifications and be free from manufacturing defects under normal and approved use and maintenance for the duration of applicable warranty period from the date of original installation, as set forth below, and that the product is free of material and obvious visual defects. The product must be visually inspected before installation for visual defects and to verify the product is the correct product purchased.

**WARRANTY VOID:** Warranty shall be void if the product; (1) is not installed, used or maintained in accordance with the installation, care & maintenance instructions provided by Flooring2; (2) is exposed to alkaline, acids, solvents, surface stains including asphalt, driveway sealers; (3) is installed when there exists visible or known defects prior to installation.

**NOTE - THIS FLOOR IS NOT SUITABLE FOR MOTORIZED WHEELCHAIRS AND THEREFORE IS NOT WARRANTED. A GLUED FLOOR IS RECOMMENDED.**

**CLAIMS PROCEDURE.** (1) The consumer must first bring a claim to the attention of the reseller; (2) Upon receipt of a claim, Flooring2 and its representatives must be granted reasonable access to facilities where the product is used or installed, for inspection and investigation; (3) Flooring2, upon inspection and/or investigation, will inform the claimant whether or not any claim is covered and/or to what extent under the warranty; (4) If any claim is allowed under the warranty, Flooring2 will notify the reseller of any warranty remedies.

**LIMITATIONS ON REMEDIES:** Warranty does not cover normal wear and tear. Cuts and scratches are considered normal wear and tear. To prevent undesired wear and tear, particularly in the pivot areas, additional protection should be provided.

Any product determined to be defective and covered under this warranty shall be repaired or replaced as deemed necessary. Residential means use in residential and/or dwelling units but excludes any use in common areas of multiple residential and/or dwelling units, in which case, it is considered Commercial Use. Light Commercial means use in non-industrial, non-warehouse, non-common area and non-heavy foot traffic areas such as use in specialty retail, medical/professional offices, hotel guest rooms, break room and conference rooms. Commercial means use in non-industrial, non-warehouse setting such as use in hospitals, schools, public buildings, restaurants, and retail stores. Warranty periods for Light Commercial and Commercial uses can be the same or different based upon product designs, ingredients, manufacturing processes, thickness, applications and/or experiences.

**WATER WARRANTY (WW):** In addition to Warranty and any and all limitations thereof above, rigid core is warranted to meet or exceed the thickness swell criteria of NALFA 3.2 heavy commercial rating when exposed to water for the life the product. Repeated or extended exposure to moisture and/or water accumulation underneath the product can result in health hazards, structural damages and mold and mildew growth. WW does not cover any structural, mold and/or mildew damages. The warranty begins the on date of installation and will remain in effect for the stated period of the warranty. This warranty only applies to the original purchaser.

**SUNLIGHT WARRANTY (SW):** Flooring2 warrants that its SPC products will not expand or contract as a result of direct sunlight. it is recommended that direct sunlight be minimized when possible to avoid the possibility of fading.

#### **WARRANTY PRORATION:**

Within the first 2 years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased within two years of purchase, Flooring2 will supply new flooring material of similar color, pattern and quality to replace the defective area. Flooring2 will also pay 100 percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within the first 3 years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased within two years of purchase, Flooring2 will supply new flooring material of similar color, pattern and quality to replace the defective area. Flooring2 will also pay 50 percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After 3 years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased within two years of purchase, Flooring2 will supply new flooring material of similar color, pattern and quality to replace the defective area. Flooring2 will not pay any labor costs.

#### WHAT FLOORING2 WILL DO

If Flooring2 honors a claim under this limited warranty, it will authorize repair or replacement of the affected area only, along with labor costs as described under the Warranty Proration. Flooring2 will not cover product abuse or product failure due to improper installation.

\*\*Flooring2 assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Flooring2 reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. Flooring2 may choose to repair, replace, or refinish any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to Flooring2's optional inspection will void this warranty. No installer, retailer, agent or employee of Flooring2 has the authority to increase or alter the obligation or limitation of this warranty. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.