



Inspiring Great Spaces®

## VINYL SHEET FLOORING RESIDENTIAL LIMITED WARRANTY GUIDE

### **Lowe's Products**

ARMSTRONG FLOORING EXCLUDES AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR LIMITED WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCTS, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

#### **What is NOT covered by this limited warranty?**

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, spiked heel shoes, and cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Commercial use of residential products
- Construction or installation related damage
- Floors damaged by excessive moisture such as water leakage
- Installation defects
- Dissatisfaction due to improper maintenance
- Damage caused by improper furniture rests and floor protectors, and moving appliances across the floor without adequate protection.
  - When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Discoloration or damage caused by adhesives or floor care products not recommended by Armstrong
- Floors that are installed in other than owner occupied or tenant occupied residences

## **THE ARMSTRONG FLOORING LIMITED LIFETIME RESIDENTIAL WARRANTY FOR:**

*Pickwick Landing™ III*  
*Osset Rock™*

### **What is Covered and For How Long?**

The Armstrong limited lifetime warranty means that for the lifetime of the floor (up to 50 years from the date of purchase), the floor listed above:

- Will not rip, tear, or gouge from normal household use. (Movement of large appliances requires special handling.)
- Will not permanently indent when proper floor protectors are used\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains, including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product\*\*

\* The heavier the item, the wider the floor protectors should be.

\*\* Wear-through is defined as loss of the floor design due to normal household use.

## **THE ARMSTRONG FLOORING 25-YEAR LIMITED RESIDENTIAL WARRANTY FOR:**

*Cushion Step™ Better*

### **What is Covered and For How Long?**

The Armstrong 25-year limited warranty means that for 25 years from the date of purchase, the floor listed above:

- Will not rip, tear, or gouge from normal household use. (Movement of large appliances requires special handling.)
- Will not permanently indent when proper floor protectors are used\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains, including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product\*\*

\* The heavier the item, the wider the floor protectors should be.

\*\* Wear-through is defined as loss of the floor design due to normal household use.

## **THE ARMSTRONG FLOORING 15-YEAR LIMITED RESIDENTIAL WARRANTY FOR:**

*Pickwick Landing™ II*  
*StrataMax™ Value Plus*

### **What is Covered and For How Long?**

The Armstrong 15-year limited warranty means that for 15 years from the date of purchase, the floors listed above:

- Will not rip, tear, or gouge from normal household use. (Movement of large appliances requires special handling.)
- Will not permanently indent when proper floor protectors are used\*
- Will not wear through\*\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains, including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats

- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

\* The heavier the item, the wider the floor protectors should be.

\*\* Wear-through is defined as loss of the floor design due to normal household use.

## **THE ARMSTRONG FLOORING 10-YEAR LIMITED RESIDENTIAL WARRANTY FOR:**

*Pickwick Landing™ I*

*FlexStep™ Value Plus*

The Armstrong 10-year limited warranty means that for 10 years from the date of purchase, the floors listed above:

- Will not rip, tear, or gouge from normal household use. (Movement of large appliances requires special handling.)
- Will not permanently indent when proper floor protectors are used\*
- Will not wear through\*\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains, including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

\* The heavier the item, the wider the floor protectors should be.

\*\* Wear-through is defined as loss of the floor design due to normal household use.

## **THE ARMSTRONG FLOORING 1-YEAR LIMITED RESIDENTIAL WARRANTY FOR:**

*Royelle®*

### **What Is Covered and For How Long?**

The Armstrong 1-year limited warranty means that for 1 year from the date of purchase, the floor listed above:

- Will not contain manufacturing defects

### **Armstrong Residential Limited Warranties**

- Cover the flooring material from date of original purchase for the time period specified
- Apply to original purchaser for floors in owner occupied or tenant occupied residences.
- Cover only floors graded as regular or “first quality”
- Are limited to one replacement floor for rip, tear, gouge or discoloration from moisture or underlayment panels (If covered in limited warranty description above)

## Limited Warranty Support

If any of the above should occur within the specified limited warranty period, Armstrong will either repair the defective area or replace the floor with comparable Armstrong flooring of similar color, pattern, and quality at our option. And, if your floor was professionally installed using the Armstrong Guaranteed Installation Systems, Armstrong will also pay reasonable labor costs, one time only, for the limited warranty period specified (with the exception of lifetime limited warranty where labor is covered for 25 years) for the direct repairs or replacement.

The limited warranty for Pickwick Landing I, II, III applies to floors purchased after March 23, 2015. The limited warranty for Concerto II applies to floors purchased after May 19, 2014. All other limited warranties apply to floors purchased after May 1, 2007.

In Canada, these limited warranties are offered by Armstrong Flooring Canada, LTD.

## What should you do if you have a problem?

We want you to be happy with your Armstrong floor. If you're not, call your retail store. They can answer your questions and, if necessary, begin to process a claim. If you have further questions, please contact us at 1 800 233 3823.

## Limited Warranty Definitions

- Wear or wear-through means loss of the floor design due to normal household use
- Normal household use means common daily activities in the home
- Manufacturing defect means a visual or construction deficiency resulting from the manufacturing process

## LOWE'S SHEET VINYL LIMITED WARRANTY – JUST RIGHT! GUARANTEE

Applies only to the below listed in-stock Armstrong Sheet Vinyl flooring products purchased and installed through Lowe's\*:

- Pickwick Landing™ III
- Pickwick Landing II
- Pickwick Landing I
- Osset Rock™

\*See following pages for complete details.



## Lowe's Sheet Vinyl Limited Warranty - Just Right! Guarantee™

The Just Right! Guarantee™ is available on in-stock Armstrong Sheet Vinyl flooring products installed through Lowe's. If after Lowe's installation of your Armstrong sheet vinyl floor and during the 30 day period of the Just Right! Guarantee™ you wish to change your new Armstrong sheet vinyl flooring product for a different Armstrong sheet vinyl product style or color, your Lowe's store will replace it free with another Armstrong sheet vinyl flooring style or color within the Just Right! Guarantee™ guidelines. Should you wish to replace your sheet vinyl flooring with a Just Right! Guarantee™ Armstrong upgrade product, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced Just Right! Guarantee™ sheet vinyl product is selected. This guarantee does not cover returns of excess material from an installation.

The Just Right! Guarantee™ is a one-time only replacement. Call your Armstrong Flooring Customer Service team at 1-800-233- 3823 within the time frame of the Just Right! Guarantee™ and indicate you wish to choose another Just Right! Guarantee™ Armstrong sheet vinyl floor product. This is a limited replacement warranty and does not apply to matters covered by other Armstrong written limited warranties. Any uninstalled sheet vinyl material must be returned to the Lowe's retailer.

Replacement cost includes materials and labor for replacement. Labor costs to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to sheet vinyl floors that have been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This limited warranty applies only to the original purchaser of a Just Right! Guarantee™ style sheet vinyl floor that has been professionally installed by a Lowe's licensed- certified installer with releasable adhesive. Custom installations are excluded from the Just Right! Guarantee™.

These limited warranties apply only to Armstrong sheet vinyl flooring installed in an owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms "commercial activity" and "commercial application" shall mean any activity or application engaged in for business purposes regardless of where such an activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility or other place of business or residential dwelling.

To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied including the Lowe's Installation services receipt. Lowe's will reinstall the new Armstrong sheet vinyl product and dispose of the original product selected. Armstrong has written warranties on their products beyond the Just Right! Guarantee™. If your product is not covered under Just Right! Guarantee™, please refer to Armstrong's standard product limited warranty.



## Lowe's Sheet Vinyl Limited Warranty - Just Right! Guarantee™

1. Uninstalled sheet vinyl material must be returned to the store.
2. Normal installation guidelines apply – it is allowable up to two layers of sheet vinyl to be installed. Therefore it is not necessary to remove Just Right! Guarantee™ sheet vinyl flooring if not necessary.
3. Material over 25 square yards should be returned to stock for resale. Material less than 25 square yards should be field destroyed or donated to a non-profit organization.
4. The replacement material must be the exact amount on original order and may not be a refund or excess material from a job.
5. The Just Right! Guarantee™ does not cover any installation issues.
6. The Just Right! Guarantee™ is a one- time only replacement opportunity.
7. These limited warranties apply only to Armstrong sheet vinyl installed owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms "commercial activity" and "commercial application" shall mean any activity or application engaged in for business purposes regardless of where such an activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility or other place of business or residential dwelling.
8. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied to Armstrong including the Lowe's Installation services receipt.
9. Just Right! Guarantee™ is in place for 30 days from date of original installation.
10. Just Right! Guarantee™ requires that releasable adhesive be used to ease cost of replacement if required