

# **VINYL SHEET FLOORING RESIDENTIAL** **LIMITED WARRANTY GUIDE**

## **EPIQ™ 5-YEAR RESIDENTIAL LIMITED WARRANTY**

### **What is Excluded from these Limited Warranties?**

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our limited warranties.

WE EXCLUDE 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 PRODUCT, 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 TO THE 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
- Floors that are installed in other than owner occupied or tenant occupied residences

### **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

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

The 5-year limited warranty means that for 5 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 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.

## **Limited Warranty Coverage**

- 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, we will either repair the defective area or replace the floor with comparable flooring of similar color, pattern, and quality at our option.

The limited warranty applies to floors purchased after December 1, 2015.

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

We want you to be happy with your 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. PLEASE KEEP YOUR RECEIPT. The receipt is required to verify proof of purchase and purchase date.

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