

# STAINMASTER™ Resilient Flooring

## Warranty - Available at LOWE'S



## Limited Warranty Information

### About Your Limited Warranty:

Proof of Purchase date (consumer receipt) is necessary to verify all warranty claims. Your STAINMASTER™ Resilient Flooring must be “first-quality,” not a “second” or “mill trial” grade. The Warranty coverage applies only to the original purchaser and is not transferable for STAINMASTER™ Resilient Flooring. Installation of residential products for commercial use is not covered.

Correct installation practices are critical to the appearance and performance of STAINMASTER™ Resilient Flooring. Your floor must be installed following all standard installation practices. Installation problems (i.e. improper subfloor, poor subfloor preparation, use of adhesives and seam sealers other than those specifically recommended for the product) are the responsibility of the flooring retailer/installer and are not covered by this warranty. This warranty does not cover labor cost on non-professionally installed floors or on floors installed with obvious visible defects. Be sure to discuss installation matters with your installer.

Construction-related damage is not covered by this warranty.

Following correct care and maintenance procedures for your floor is critical.

The following conditions are not included in the warranty coverage:

- Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance
- Damage resulting from failure to follow care instructions (i.e. scuffs, scratches, cuts)
- Staining (i.e. tracked-in dyes from carpet, fertilizers)
- Severe accidents (i.e. burns, flooding, fires)
- Abuse (i.e. dragging heavy objects across the floor without proper protection)
- Fading or discoloration from heat or sunlight for STAINMASTER™ Resilient Flooring
- Damage caused by vacuum cleaner beater bar, caster wheels and cutting from sharp objects

Wearing through is defined as complete loss of the wearlayer so that the printed pattern or design is altered. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered. A floor discolored due to mold/mildew growth or asphalt tracking will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

Floors discolored by underlayment panels will be replaced only one time. If the replacement floor fails in the same manner, the discoloration is not covered by this warranty. Color, shade or texture variations between samples or printed color photography and the actual materials are not covered.



### STAINMASTER™ Resilient Flooring SoftStep Plus Collection Limited Warranty

Under normal household conditions\*, your STAINMASTER™ SoftStep Plus Resilient Flooring will not:

- Permanently indent
- Rip, tear or gouge
- Permanently stain, discolor or fade
- Permanently scuff from shoe soles
- Wear through the urethane wearlayer
- Permanently discolor from mold or mildew growth in the vinyl
- Permanently stain from asphalt tracking or normal household stains
- Discolor from underlayment panels

Your floor will be free from manufacturing defects.

Should any of the above circumstances occur, LOWE'S will be authorized to repair the defective area or replace your STAINMASTER™ Resilient Flooring SoftStep Plus Collection. If your floor was installed by a professional flooring contractor hired by you or LOWE'S, your reasonable labor costs will be covered as part of this warranty. The replacement floor will assume the remaining time of the original warranty.

### LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

STAINMASTER™ Resilient Flooring SoftStep Plus Collection will be free from manufacturing defects and, for a period of 5 years following the date of purchase, under light commercial use\*, will not discolor from mold, mildew or alkali.

Correctly constructed wood underfloors are not subject to moisture transmission. The light commercial moisture warranty applies only to floors installed directly on concrete subfloors. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered.

\*Light commercial use means use in environments which do not have heavy commercial traffic, including art galleries, banks, bookstores, boutiques, coffee shops, dry cleaners, gift shops, hotel rooms, jewelry stores, professional offices (i.e. accountants, lawyers, physicians, dentists, and optometrists), photography studios, styling salons and waiting rooms.