

SPC RIGID CORE & LUXURY VINYL TILE WARRANTIES



Covers only material graded and sold as “regular” or “first quality”.

Applies to the original purchaser; warranties are non-transferable.

Cover the flooring material from the original purchase date for the specified period.

Labor costs covered by warranty will only be paid if the professional installation was paid for when the original floor was installed.

Residential Wear and Manufacturing Defects Limited Warranty. From the original date of purchase, according to the terms and duration of the warranty, these floors:

- Will not contain manufacturing defects.
- Will not wear through.
- Years 1 – 3 – Material and labor, if professionally installed.

Light Commercial/Commercial Wear and Manufacturing Defects Limited Warranty. From the original date of purchase, according to the terms and duration of the warranty, these floors:

- Will not contain manufacturing defects.
- Will not wear through.
- Years 1 – 3 – Material and labor, if professionally installed.

Lifetime Limited Waterproof Warranty (SPC Products):

Ensures that your floor will be 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water*

**The warranty refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.*

Limited Warranty Descriptions

WEAR: Wear or wear out is defined, for purposes of this warranty, as wear to the extent that the flooring’s wear layer is completely worn through and the pattern is lost by normal traffic. Normal use is defined as common daily activities in the home. Loss of gloss, scratching, and dulling are maintenance concerns and are not covered. Damage from improper furniture rests or narrow heels is considered abuse and is not covered. Women’s narrow-heeled shoes can cause permanent damage to many types of flooring, including resilient, wood, and ceramic, as well as carpeting.

MANUFACTURING DEFECT: For purposes of this warranty, a manufacturing defect is defined as a visual or construction deficiency resulting from the manufacturing process.

IF A DEFECT IS VERIFIED, NATURALLY AGED FLOORING WILL ARRANGE FOR REPAIR OR REPLACEMENT WITH NEW MATERIAL OF THE SAME COLOR, DESIGN, AND GRADE IF AVAILABLE, ACCORDING TO THE LIMITED WARRANTY OF YOUR FLOORING. IF UNAVAILABLE OR DISCONTINUED, NATURALLY AGED FLOORING RESERVES THE RIGHT TO SELECT AND SUPPLY SIMILAR NATURALLY AGED FLOORING MATERIAL.

WHAT IS NOT COVERED

- Loss of gloss.
- Damage due to stains from products other than common household products.
- Damage due to stains from rubber backing or dyes used in floor mats, rugs, and carpets.
- Fading or other problems resulting from excessive exposure to sunlight, artificial light, or ultraviolet light.
- Damage due to heat generation from refrigerators or heating units (including burns), as well as damage caused by household accidents or abuse.
- Damage or discoloration or damage caused by adhesives or floor care products is not recommended.
- Damage or discoloration due to mold, mildew, and alkaline substances.
- Rip, tear, and gouge: Damage caused by accidents or abuse (for example, boots and cleats or spikes, vacuum cleaner beater bar, dropping of heavy or sharp objects, or moving appliances without protection).
- Damage due to caster action or rolling loads (residential, light commercial, and commercial applications).
- Damage due to cuts, gouges, scratches, punctures, tears, and indentations caused by loads exceeding the recommended static load limit.
- Damage resulting from lack of or improper furniture rests and floor protectors, and movement of large appliances and furniture without proper protection.
- Dissatisfaction due to improper installation and maintenance. Recommended installation and maintenance instructions at www.shopqep.com.
- Visible irregularities or stains caused by the substrate.
- Problems due to excessive moisture in concrete floors that exceed 75% internal relative humidity when tested according to ASTM F-2170 or 3 lbs. /1,000 sq.ft./24 hrs. When tested according to the ASTM F-1869 Calcium Chloride test or an industry-recognized meter.
- Non-compliance with installation and/or usage recommendations.
- Damage caused by fire, flooding, or intentional abuse.
- Labor or merchandise installed with obvious visible defects.
- Flooring qualities that are other than “regular” or “first quality.”

How to make a claim

If you need to make a warranty claim, provide the retailer/contractor who sold you the flooring with written notice and a photo clearly showing the problem and proof of purchase.

NATURALLY AGED
FLOORING™