

# RESIDENTIAL WARRANTY

25 Year Limited

***This warranty is subject to the procedures, recommendations, limitations, disclaimers, and exclusions mentioned herein and in the general information, installation, and warranty sections of this document.***

In a residential setting, Terra Flooring is guaranteed to be devoid of manufacturing-related defects for the duration of the warranty period, provided that it is utilized under standard conditions and installed in accordance with the manufacturer's installation guidelines.

In regards to environments that involve constant movement of traffic, such as wheelchairs, motorized chairs, and casters, it is recommended that the flooring be installed using the glue down method for optimal performance. If you have any inquiries or concerns regarding these specific areas, we kindly advise you to seek guidance from your Sales Representative.

In the event that a manufacturing-related issue arises, it will be necessary for the customer to provide the original receipt of purchase. Terra Flooring shall credit the original purchase price of the product, if it is determined to be valid. If the manufacturing issue occurs subsequent to the installation of the product, Terra Flooring shall credit a reasonable labor cost, on the condition that the floor was installed by a professional installer. It is imperative to note that this warranty is non-transferable. The manufacturer's warranty and liability are confined to the flooring material and shall not exceed the original purchase price. Furthermore, the warranty is restricted to the repair or replacement of the planks or tiles, at the sole discretion of the manufacturer. Compensation for approved and authorized claims is limited to the specific area that is deemed valid under the claim.

The warranty is applicable to the initial owner/user of the products, provided that they are in their original manufactured state. With the exception of any previously mentioned information and exceptions, the products will be free from any manufacturing-related defects and dimensional inconsistencies during the warranty period, as long as they are installed and used in a normal manner, in accordance with the terms, installation instructions, limitations, and conditions stated herein. This warranty guarantees to the original user that the product's finish will not wear through or separate from the flooring during the warranty period, as long as it is installed and used under normal residential conditions, in accordance with the terms, installation instructions, limitations, and conditions stated herein.

Please be advised that the manufacturer, distributor, or retailer retains the prerogative to conduct an on-site inspection or delegate an authorized representative to visit the location where the product claim originated. This is to facilitate the examination of the disputed product and to obtain samples for the purpose of verification and technical analysis.

Noncompliance and failure to adhere to the installation instructions, maintenance guidelines, or any alterations to the product that deviate from the manufacturer's prescribed installation instructions will result in the warranty becoming void. Additionally, if reasonable access to the installation area is not granted or the requested information and/or documentation is not provided, the claim may be denied.

## MATERIAL & LABOR PRORATION OF LIMITED RESIDENTIAL WARRANTY:

25 YEAR (Material)		Labor	
1st-6th Year	100%	1st-2nd Year	Up to 100%
7th-10th Year	90%	3rd-5th Year	Up to 50%
11th Year	80%	6th Year and on	0%
12th Year	70%		
13th Year	60%		
14th Year	50%		
15th Year	40%		
16th Year	30%		
17th Year	25%		
18th Year	20%		
19th Year	15%		
20th to 25th Year	10%		

### Exclusions for Residential Warranties:

- Conditions resulting from abrasion, including scratches, dents, chips, abuse, gouging, and scuffs, are attributed to the natural process of wear and tear.
- Auditory disruptions such as creaking or squeaking emanating from the flooring or underlying structure.
- Presence of mold, mildew, bacteria, or any related concerns resulting from excessive moisture, inclement weather, or associated complications.
- Impairments resulting from fire, natural calamities, mishaps, cleaning agents, carelessness, steam cleaning, or inadequate upkeep.
- Installation of flooring over unsuitable surfaces, including those with excessive deflection, softness, floating characteristics, inadequate preparation.
- The detrimental effects resulting from the movement of heavy loads, as well as the utilization of casters or wheelchairs (both motorized and non-motorized), are responsible for the incurred damages.
- The occurrence of damage caused by chemicals, stains, spills, burns, and abuse (such as the use of harsh scouring pads during buffing) is a matter of concern.
- Indentations resulting from high heels, spiked shoes, rolling loads, or furniture without appropriate floor protectors can potentially harm the surface and finish of your floor.
- It is important to note that problems arising from installation issues are not attributable to manufacturing defects.
- Issues related to adhesives, including but not limited to improper application, bubbling, curling, crowning, joint separation, plasticizing, and releasing, are also of significance.
- The potential for significant damage arises from the use of household appliances, plumbing leaks, HVAC systems (or their absence), and the installation of inappropriate radiant heating systems that are not approved for use with resilient flooring.

### How to file a claim:

To initiate a warranty claim, kindly get in touch with the original supplier from whom the flooring was originally purchased.

All warranty claims must be submitted in written form through the original retailer and must include a comprehensive copy of the original purchase receipt and installation documentation, as applicable. The manufacturer/distributor/retailer reserves the right to request further information pertaining to the specifics covered under this warranty.

# COMMERCIAL WARRANTY

15 Year Limited

***This warranty is subject to the procedures, recommendations, limitations, disclaimers, and exclusions mentioned herein and in the general information, installation, and warranty sections of this document.***

Terra Flooring guarantees that the wear layer of the Luxury Vinyl Flooring surface will not experience wear-through during regular commercial use for a duration of ten (10) years from the date of purchase. Superficial scratches and reduction in gloss are not classified as surface wear. It is important to note that this warranty is not transferable and solely applicable to the original buyer.

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Please be advised that the manufacturer, distributor, or retailer retains the prerogative to conduct an on-site inspection or delegate an authorized representative to visit the location where the product claim originated. This is to facilitate the examination of the disputed product and to obtain samples for the purpose of verification and technical analysis.

Noncompliance and failure to adhere to the installation instructions, maintenance guidelines, or any alterations to the product that deviate from the manufacturer's prescribed installation instructions will result in the warranty becoming void. Additionally, if reasonable access to the installation area is not granted or the requested information and/or documentation is not provided, the claim may be denied.

## PRORATION OF 15 YEAR LIMITED COMMERCIAL WARRANTY:

1st Year	100% Material	Up to 100% Labor
2nd-5th Year	80% Material	Up to 80% Labor
6th-10th Year	50% Material	50% Labor
11th-14th Year	30% Material	30% Labor
15th Year	0% Material	0% Labor

### Exclusions for Commercial Warranties:

- Conditions resulting from abrasion, including scratches, dents, chips, abuse, gouging, and scuffs, are attributed to the natural process of wear and tear.
- Auditory disruptions such as creaking or squeaking emanating from the flooring or underlying structure.
- Presence of mold, mildew, bacteria, or any related concerns resulting from excessive moisture, inclement weather, or associated complications.
- Impairments resulting from fire, natural calamities, mishaps, cleaning agents, carelessness, steam cleaning, or inadequate upkeep.
- Installation of flooring over unsuitable surfaces, including those with excessive deflection, softness, floating characteristics, inadequate preparation.
- The detrimental effects resulting from the movement of heavy loads, as well as the utilization of casters or wheelchairs (both motorized and non-motorized), are responsible for the incurred damages.
- The occurrence of damage caused by chemicals, stains, spills, burns, and abuse (such as the use of harsh scouring pads during buffing) is a matter of concern.
- Indentations resulting from high heels, spiked shoes, rolling loads, or furniture without appropriate floor protectors can potentially harm the surface and finish of your floor.
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