

WARRANTY

PRODUCTS:

Wayflor USA provides warranties for indoor and outdoor applications of its Woven Luxury Vinyl flooring products, vinyl-backed tiles, vinyl-backed plank tiles and vinyl-backed rolls. These warranties are offered to the original end-user/building owner and is non-transferable and non-assignable without written approval of Wayflor USA

WARRANTY COVERAGE:

The Woven Luxury Vinyl flooring products will meet the individual specifications located on the Wayflor USA's website (wayflorusa.com) and be free from defects in material and workmanship beginning on the original invoice date from the Wayflor USA for a period of:

Indoor: Fifteen (15) Years

Outdoor: Five (5) Years

Abrasive Wear:

Under normal use, the Wayflor USA Woven Luxury Vinyl will maintain its appearance and texture through the warranty period. Any abrasive wear claims of affected flooring products will not be considered defective unless:

- (1) Greater than 10% of the face fiber is missing as measured by weight loss compared to product specifications.
- (2) Any area displaying broken yarns or frayed fibers which result in a change of appearance which cannot be restored by maintenance or local repair to the affected area.

Colorfastness:

The Woven Luxury flooring will not exhibit discernible changes in color as a result of exposure to light or atmospheric conditions including ozone and oxides of nitrogen. A significant color change is defined as a color difference greater than a 3.0 gsu per ISO 105-B02:1994 as compared to non-exposed materials.

Static Protection:

The Woven Luxury flooring, under normal use, will not generate a static build up greater than 3.5 kv during the warranty period as tested by EN 1815:1997.

EXCLUSIONS:

Extraordinary wear and tear, products with visual defect or damage prior to installation, improper Installation, Inadequate protection during installation and construction work, adhesive compatibility or failure by non-approved vendors, products having been modified or repaired prior to warranty claim, products installed or used as not intended, heavy furniture movement without flooring protection, improper cleaning or maintenance, face fiber reactions from harsh, caustic or abrasive chemicals, repetitive or excessive roller and/or mechanical traffic, failure of the underlayment and/or sub-floor to meet the levelness, porosity and moisture level specification. Product showing loose polyester fibers is not considered fraying.

CLAIMS:

Please contact your local Wayflor USA Representative, dealer of record or Wayflor USA direct. Wayflor USA's Warranty Claim Form will be supplied, which must be returned complete, also Wayflor USA may request photographs of the affected claim area. The Warranty Claim Form must be accompanied by a copy of the original sales invoice or other documents as a proof of purchase. Wayflor USA may schedule an on-site visit, if required, to assist in the resolution of the claim. If the material is found to be defective, Wayflor has the sole option to repair or replace defective materials in the affected area as defined in the Warranty Claim Form.