

DuraDecor

WARRANTY

Product Defect warranty: Manufacturer warrants all first quality vinyl wall and floor covering against manufacturing defects, excluding shine wear through when used for its intended purpose as a residential product and installed according to the printed instructions, for one (1) year from the date of purchase, by the original purchaser.

This product is intended for do-it-yourself application and installations for residential use only; therefore, no claims for labor and incidentals are allowable.

Novalis US, LLC reserves the right to request samples of any vinyl product in a claim situation. Novalis US, LLC also reserves the right of inspection of the installed floor either by a representative of Novalis US, LLC or third-party inspection firm.

Limited Lifetime Wear-Thru Warranty: Manufacturer's surface wear-thru warranty is limited to normal residential use on dry, interior floors for twenty-five years (25) limited residential-finish warranty from date of purchase by the original purchaser. The guarantee is limited to the wear layer and worn area only, excluding the finish and the shine, if the floor is maintained and installed according to the printed instructions.

This flooring is not intended for use in, nor is it warranted for use in wet areas, such as patios, basements, garages, etc. All other guarantees implied or otherwise, limited to one (1) year from the date of purchase for the cost of the product only, to the original purchaser of the flooring. This Warranty is not transferrable.

Exclusions to Warranty:

- Differences in shade, color, glossing or embossing texture from samples, printed material, illustrations, or replacement materials.
- Materials installed with obvious manufacturing defects are not covered. Visual defects greater than 1-cm are considered identifiable. Labor costs will not be covered when materials with visual defects greater than or equal to 1-cm are installed; replacement material only will be provided.
- Loss of time, inconvenience or other consequential or incidental damages or expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area after the original installation.
- Installed in areas not suitable for vinyl material or in exterior applications, RV's, campers, boats, showers, sauna (steam) rooms, sunrooms or any areas without proper HVAC controls.
- Installed with additional adhesives of any kind.
- Installed over substrates with excessive moisture, alkalinity, mildew/mold, or other like issues.
- Damage caused by the failure of any other product from either defect or workmanship including but not limited to the primer, leveling or patching compound;
- Installed where temperatures regularly fall below 55°F or rise over 85°F.
- Surfaces dulled by soaps, detergents, harsh chemicals, dressings, bleach, one-step cleaners or wax.
- Installed in commercial areas of any nature.
- Floors stained by tracking dyes from carpets, fertilizers, coal, tar, driveway sealers, oil drippings, sharpies or any other such contaminants.
- Damage caused by misuse, unreasonable use, abuse and/or negligence, including any indentation to the flooring from spiked heels or any heavy point loading.
- Damage by fires, smoke, floods, abuse of any kind, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from furniture and doors, fading or loss of bond from exposure to excessive or prolonged heating from sunlight, stoves/ovens, radiators, baseboard or other types of permanent heating systems.

- Discoloration of planks or adhesion bond release from hydrostatic pressure or excessive subfloor moisture, moisture caused by flooding, plumbing leaks, appliance leaks, and water leakage of any nature.
- Property damage and/or health issues from mold or mildew, resulting from excessive moisture, from any source.

If you have an issue with your vinyl product, contact DuraDecor at CustomerCare@DuraDecor.com for further information and instructions. Removal of this product before contacting the manufacturer regarding an issue constitutes acceptance of the issue, and no claim will be allowed. The manufacturer reserves the right to inspect the product in its installed condition in the installed area if necessary.

Only authorized person's by senior management are permitted to change or modify any Novalis warranty, in any way. This warranty does give you specific legal rights; you may also have other rights, which vary from state to state.

07/12/19