



# USA Appeal 12 mil Warranty

## WORLD OF FLOORING USA APPEAL 12 LIMITED WARRANTY

### CONGRATULATIONS ON THE PURCHASE OF YOUR NEW FLOOR!

World of Flooring Products is a leader in the flooring industry with a family of strong brands serving the residential and commercial markets. With decades of experience in award-winning design, innovation, product development, manufacturing and service, we strive to improve the quality of people's lives through great products and a deep commitment to outstanding customer service. Our mission is to create beauty that lasts for generations, and we want your flooring to be a part of that mission.

Throughout this document, references to "we", "us", "our", "World of Flooring" or "World of Flooring Products" mean World of Flooring, LLC dba World of Flooring Products. References to "you" or "your" mean the original retail purchaser/end user of the Rigid Core (SPC) or Luxury Vinyl Tile (LVT) flooring product. Your Rigid Core (SPC), LVT or VBT flooring product will be referenced as the "floor", "flooring", "product", "products" or some combination thereof. This Warranty specifically excludes sheet flooring products. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.

World of Flooring flooring can be and is used in residential and commercial settings. Within each section/paragraph of this Limited Warranty, it states whether the information in that section applies only to "Residential Installations," only to "Commercial Installations" or to both "Residential & Commercial Installations".

### WARRANTY OWNER

#### RESIDENTIAL & COMMERCIAL INSTALLATIONS

This Limited Warranty extends only to the original end-user. Our warranties are NOT TRANSFERABLE.

### WHAT IS COVERED BY THIS LIMITED WARRANTY?

#### RESIDENTIAL INSTALLATIONS

For residential installations, World of Flooring warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and for the time period set forth below in the "Rigid Core/LVT & VBT Flooring Limited Warranty Periods" section of this document. *Please see the "Rigid Core/LVT & VBT Flooring Limited Warranty Periods" section to review the Limited Warranty Period for your specific brand/product.*

The flooring product:

- Will not contain manufacturing defects
- Will not wear-through\*
- Will not stain from common household stains
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use\*\*
- Will not bottom-up discolor from underlayment panels (including Iauan), or from alkali, mold or mildew growth
- The edges of the flooring will not curl or cup

*Multi-residential and/or apartment complex installations by builders, contractors, or anyone other than the consumer are specifically excluded from Residential Warranty coverage and are considered light commercial under the Commercial Warranty.*

#### COMMERCIAL INSTALLATIONS

For commercial installations, World of Flooring Products warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and will not wear through the wear layer resulting in damage of the printed image for the time period set forth below in the "Rigid Core/LVT & VBT Flooring Limited Warranty Periods" section of this document. *Please see the "Rigid Core/LVT & VBT Flooring Limited Warranty Periods" section to review the Limited Warranty Period for your specific brand/product.*

What commercial applications are recommended for World of Flooring products? Durability, ease of installation and care make many of our products great options for commercial applications. When choosing a floor, consider the space where it will be installed and select a wear layer and visual that will withstand to the expected level of foot traffic. Guidelines are included below. If you have questions about a specific application, please contact your World of Flooring flooring representative prior to purchase or installation.

Non-intended Applications

- Anywhere commercial cleaning machines will be used. (Floating/Loose Lay applications)
- Assisted-Living (Floating/Loose Lay applications).

### WHAT DOES 100% WATERPROOF MEAN?

#### RESIDENTIAL & COMMERCIAL INSTALLATIONS

When exposed to water, the flooring is waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, the flooring installation system (when installed with full-spread adhesive and locking) will continue to create a secure bond. In the case of standing water or flooding, the flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this Warranty.

### WHAT IS THE World of Flooring PRODUCTS PET-FRIENDLY WARRANTY?

#### RESIDENTIAL & COMMERCIAL INSTALLATIONS

When exposed to soiling from pets (domestic dogs and cats), the flooring will resist stains during the specific Limited Warranty Period for the applicable product. However, accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this Warranty.

### WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

#### RESIDENTIAL & COMMERCIAL INSTALLATIONS

- Damage caused by fire, flooding, exposure to standing water and/or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture (except as indicated in the "What will World of Flooring Products Do if Any of the Above Happens?" section herein). While moisture may not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.

- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects. When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from improper loads including high heels; spiked shoes; rolling loads; and/or chairs or other furniture not having floor protectors.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. To protect your floor from scuffing and tears when moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded “irregular” or sold “as is” without warranty.
- Workmanship, as described below.
- Damage resulting from improper installation.

## WORKMANSHIP

### RESIDENTIAL & COMMERCIAL INSTALLATIONS

World of Flooring does not warrant your or the installers’ workmanship. Workmanship errors should be addressed to the contractor who installed the floor. We recommend that your flooring be professionally installed by contractors who have demonstrated expertise in installing this type of flooring for residential/commercial use.

## WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

### RESIDENTIAL & COMMERCIAL INSTALLATIONS

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY,

INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES

(INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.

None of our retailers, distributors, installers, or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under this or any of our warranties.

## WHAT WILL WE DO IF A COVERED WARRANTY EVENT OCCURS?

### RESIDENTIAL INSTALLATIONS

If a covered event should occur within the specified Limited Warranty Period for the applicable flooring product, World of Flooring Products will furnish comparable World of Flooring flooring

of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at World of Flooring's option. And, if your floor was professionally installed, World of Flooring Products will also pay reasonable labor costs for the direct repairs or replacement.

World of Flooring will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, World of Flooring will determine the subfloor and/or environmental conditions - NOT the World of Flooring flooring product - are causing the mold, mildew, or alkali; determine the area is not acceptable for the installation of vinyl tile or plank; and World of Flooring will not repair or replace a second time.

### COMMERCIAL INSTALLATION

#### Within One Year:

If a defect covered by this Limited Warranty is reported to World of Flooring in writing within one year of purchase, World of Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. World of Flooring will also pay reasonable labor costs.

#### Within Two Years:

If a defect covered by this Limited Warranty is reported to World of Flooring Products in writing after one year but within two years of purchase, World of Flooring Products will supply new material of the same or similar grade sufficient to repair or replace the defective material. World of Flooring Products will also pay fifty percent (50%) of the reasonable labor costs.

#### After Two Years:

If a defect covered by this Limited Warranty is reported to World of Flooring in writing after two years but within the specified Limited Warranty Period for the applicable flooring product, World of Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. World of Flooring Products will not pay labor costs. World of Flooring Products will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

World of Flooring will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, World of Flooring will determine the subfloor and/or environmental conditions - NOT the World of Flooring flooring product - are causing the mold, mildew, or alkali; determine the area is not acceptable for the installation of vinyl tile or plank; and World of Flooring will not repair or replace a second time.

## WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

### RESIDENTIAL & COMMERCIAL INSTALLATIONS

We want you to be happy with your World of Flooring floor. If you’re not, call your retail store. The retailer can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 1-866-243-2726.

## CLAIMS PROCESS

We work with distributors all over the country to make our products widely available. We sell our products to distributors and distributors sell our products to local retailers and contractors.

### Steps to Filing a Claim:

1. Return to your retailer with your original proof of purchase.
  - a) If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.
  - b) If your retailer is out of business, please call 1-866-243-7276 so we may assist you in finding a new retailer.
2. The claim will be evaluated.
  - a) Distribution Retailers: Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
  - b) Lowe's, Home Depot, or Direct: Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your home/facility may be required.
3. A claim determination is made.
  - a) Distribution Retailers: We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your

retailer should call you within 48 hours of receiving the determination to inform you of the decision.

- (i) If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
- (ii) If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.

b) Lowes, Home Depot, or Direct: The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.

**Appealing your Claim Determination:**

If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-877-278-4414 and selecting the option for “Warranty”, or by emailing your concerns to info@world-of-flooring.com. We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

**PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.**

**RESIDENTIAL & COMMERCIAL INSTALLATIONS**

World of flooring Products requires the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

**CARE INSTRUCTIONS**

**RESIDENTIAL & COMMERCIAL INSTALLATIONS**

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

DO:

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.

- Wash occasionally with a Resilient Floor Cleaner. *For residential installations, we recommend Bruce® Multi-Surface cleaner. For commercial installations, use a commercial grade cleaner.*

DON'T:

- Use detergents, abrasive cleaners or “mop and shine” products - they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

**PROACTIVE PROTECTION FOR YOUR FLOOR:**

- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it: this will help protect your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest an anti-staining vinyl-backed mat or a woven rug that is colorfast.

**IMMEDIATELY AFTER INSTALLATION:**

- When the installation is completed, please follow the installation instructions for maintaining temperatures thereafter.
- Do not scrub or wash your floor for five (5) days.

**World of Flooring USA APPEAL 12 Mil Warranty Periods**

	Residential Installation (Warranty Period)	Commercial Installation (Warranty Period)
<b>USA APPEAL 12 MIL</b>	20	5

**Footnotes to Warranty Period:**

1. Warranty Periods indicated are in years from date of purchase.
2. An “X” means that the corresponding product is not intended for that use, and therefore, no warranty is provided.