



NovoCore™ PREMIUM

LIFETIME RESIDENTIAL LIMITED WEAR WARRANTY & 15 Year Light Commercial Limited Warranty

What the Lifetime Flooring Residential Limited Warranty Covers:

This flooring is warranted that:

- Will not stain from normal household consumable items such as food or drink
- Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear)
- Will not fade as a result of direct sunlight or household lighting
- Will be free of manufacturing defects

What the Commercial Flooring Limited Warranty Covers:

This floor is warranted for 15 years of Light Commercial* use from the date of original purchaser:

- Will not stain from normal household consumable items such as food or drink
- Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear)
- Will not fade as a result of direct sunlight or office lighting
- Will be free of manufacturing defects

**Commercial is defined as areas such as business offices and boutique shops. Heavier traffic areas, entry foyers, food preparation areas, or any area where there are heavy rolling loads are not covered by this warranty*

Moisture Warranty

NovoCore™ warrants the flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, that the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. The Moisture Warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or pet urine.

Radiant Heat (Underfloor) Installation

NovoCore™ may be installed over water-based radiant-heated subfloors, provided the surface temperature of the system does not exceed 81 degrees Fahrenheit (27 degrees Celsius), and the relative humidity levels are maintained between 35% and 65%.

IMPORTANT: Due to the speed of sudden temperature changes, which has potential to negatively affect the flooring construction, it is not recommended to install NovoCore™ with electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Radiant heating systems using water are acceptable.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

What you should do if any of the above listed problems occur:

The original residential purchaser should notify their local retailer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of this limited warranty. The original residential purchaser must present the following items for a limited warranty claim to be considered:

- A valid proof of purchase in the form of sales receipt;
- A detailed description of the problem and a photograph or sample that clearly shows the warranty problem.

What NovoCore™ will do:

For a valid Residential claim, NovoCore™ will authorize repair or replacement at the pro-rated percentage cost of the material. For the Lifetime warranty, this percentage is determined by the number of years from the date of purchase and the remaining period up to 30 years. For example, if the claim is made 12 years after the original purchase, then NovoCore will pay 60% (18/30th) of the material. If the claim is made 30 years or more after the purchase, NovoCore will provide you, the original purchaser, with a 5% discount on material only on your next purchase of a NovoCore product.

For a valid Commercial claim, NovoCore™ will authorize repair or replacement at the pro-rated percentage cost of the material. For the 15 Year Commercial Warranty, this percentage is determined by the number of years from the date of purchase and the remaining period up to 15 years. For example, if the valid claim is made 5 years after the original purchase, then NovoCore™ will pay 67% (10/15th) of the material.

In all cases, if professionally installed by a certified laminate installer, reasonable labor costs to perform the replacement or repair will be paid during the first three years from the date of the original purchase. No labor is included for claims later than 36 months after original purchase. No labor costs will be paid for material installed with visual manufacturing defect.

LIMITATIONS AND EXCLUSIONS:

If the original design/color/style is no longer available, NovoCore™ reserves the right to substitute another design of similar structure and value from which the consumer may select.

This warranty does not apply to any product or products designated or sold as "B" grade, cabin grades, seconds, closeout or non-standard items. This warranty does not apply to any product or products designated or sold "As Is".

This limited warranty is valid in North America, is not transferable, and extends only to the original purchaser of flooring installed in the house for which was originally installed. The flooring must be installed in accordance with NovoCore™ recommended installation instructions. This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Extreme heat or cold
- Scratching, indentation, or cutting
- Improper workmanship or installation not in accordance with NovoCore™ installation instructions
- Improper maintenance
- Damage to the surface or click joints due to heavy rolling static loads
- Damage to the surface or click joints due to caster wheel chairs (protective mats should always be used under rolling chairs)
- Freight damage
- Damages by acts of God
- Stains or damage due to pet urine
- Water damage from excessive moisture in a concrete slab; hydrostatic pressure; flooding; household mechanical failures; damage caused by water underneath the flooring; natural disasters
- Planks coming apart at the seams because they have been engaged/disengaged more than two times

NovoCore™ excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

NovoCore™ assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. NovoCore™ reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. NovoCore™ may repair, refinish or replace any defective product at its sole discretion. No installer, retailer, agent, etc. has the authority to increase or alter the obligations or limitations of this warranty.



LIMITED WARRANTY

Acrylx's – Premier Home

3.2mm 12 mil G55 Advanced Coating System Finish
20-Year Residential / 8-Year Commercial Warranty

Casabella Vinyl warrants its Vinyl Tile and Plank to be free from manufacturing defects in residential areas with a 20-Year Warranty and 8-Years for Commercial applications. This limited warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to supplied instructions inserted into cartons. Periodically, instructions are revised; floors must be installed according to the current instructions at the time of installation. Please check our website for the current instructions. Should a complaint occur, Casabella always reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring, on a job-to job basis. If Casabella repairs or replaces a floor as a result of a warranty claim, the flooring contractor or floor covering dealer will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Casabella repairs a floor, this warranty shall remain in effect with respect to such floor. This limited warranty covers manufacturing defects, such as delamination, loss of original pattern and color due to fading or wear, when the flooring is subject to normal use, and as long as the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. Should a claim result, the flooring contractor must provide an original invoice and proof of purchase and verification of date of purchase. The Warranty is in effect for the original purchaser and initial installation site only, on a prorated basis. Within the first year if a defect is reported by the flooring contractor or end-user, including of proof of purchase, and confirmed in an inspection, Casabella will supply new flooring of similar color, pattern and quality to replace the defective area. Casabella will also pay reasonable labor costs if professional installation was paid for when flooring was installed. After one year of purchase, Casabella will supply reasonable labor cost at fifty percent if professional installation was paid for. After two years of purchase, and until the end of warranty term, Casabella will supply new flooring of similar color, pattern and quality to replace the defective area only. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may not apply. Your warranty gives you specific legal rights; other legal rights, which vary, from state to state may be applicable.

Exclusions to warranty are as follows:

Damage caused by transporting/shipping product to jobsite product must be palletized and shrink wrapped, fire, burns to surface, intentional abuse, using product in exterior application, indentations, surface scratches, scuffing, and other damage caused by improper rolling loads, chairs and other furniture being moved without use of the proper functioning protectors. The exposure to pebbles, grit, sand or other abrasives, high heel or cleated shoes and staining from product spills not cleaned up properly. Damage cause by flooding, excessive moisture or alkalis in subfloor or conditions arising from hydrostatic pressure. Cutting from sharp objects, vacuum beater bar, construction or installation-related damage, side or end joint gapping, changes in appearance or color when exposed to natural light source an exposure to heat. Shading, color or texture difference between sample and delivered product. This warranty is in lieu of any other warranties, expressed or implied.

Exclusions to Acrylx Waterproof Warranty are as Follows:

Acrylx waterproof warranty applies to residential installations only.

This is limited to Topical Moisture defined as Surface Moisture from mopping, occasional water spills or common household liquids which are cleaned up properly. Water spills over the edges of the floor surface by baseboards, walls and transition are not covered. Damage caused by standing water, flooding and moisture in the subfloor, hydrostatic pressure or water underneath the Acrylx flooring is not covered. Damage to structures under or surrounding floor including but not limited to underlayment, installed grout, molding subfloor heating systems, fixtures, furniture and all molding and trims including Casabella Vinyl trims and moldings are excluded. Damage from mold and/or mildew growth due to water exposure of any kind is excluded.



FIRMFIT™ FLOORING RESIDENTIAL USE WARRANTY PROGRAM

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1. SCOPE OF APPLICATION

This residential use warranty is offered by us and is Worldwide applicable. This warranty applies to our vinyl flooring and thermoplastic composite flooring, purchased from authorized dealer and installed and used residentially. Residential use is defined as normal household use.

DEFINITIONS / To be covered:

- “Wear” must be through the wear layer to the degree that the printed pattern is affected or altered.
- “Fade” must be to the degree that the floor is permanently discolored.
- “Stain” must be from normal household cleaning agents, chemicals or routine care & maintenance.
- “Water Damage” covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

FIRMFIT[™] LIMITED WARRANTY IS MADE SUBJECT TO THE FOLLOWING CONDITIONS:

- The floor must be installed properly and according to FIRMFIT[™] installation guidelines.
- The flooring must be used only indoors in a dry, climate controlled area.
- The flooring must be maintained in accordance with FIRMFIT[™] maintenance instructions.
- This limited warranty does not apply to FIRMFIT[™] moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.
- This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, off-goods, factory special, non-standard items and flooring sold “as is”.

2. WARRANTIES**2.1. WEAR WARRANTY**

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects. Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects. Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.
- Will not permanently indent from normal household use.

2.3. INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over a radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled. This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled:

- Radiant Heat: Radiant heat systems must have a minimum of 1/2" separation from the product.
- In-floor Radiant Heat: flooring can be installed over 1/2" embedded radiant heat using the floating or glue down method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure. It is best to install the product over embedded radiant floor heating systems and adhere to the guidelines listed above.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. The maximum moisture content of the screed is 1.5% (CM method).

- Make sure that the temperature in the room is at least 60°F (15°C) during installation.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5°F increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F (30°C).
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void the warranty.

2.4. MOISTURE / WATERPROOF WARRANTY

We warrant that all FIRMFIT flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. When exposed to water tiles/planks are waterproof and will not swell, buckle or lose integrity. In the case of standing water or flooding, FIRMFIT flooring will not act as a waterproofing barrier for the sub floor and/or any surrounding structure. Any damage to the sub floor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.5. PET WARRANTY

We warrant that FIRMFIT™ floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the sub floor and/or surrounding structure caused by pets is not covered by this warranty.

3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL EXCLUSIONS AND CONDITIONS

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided, such as but not limited to:
 - Installation on an unlevelled subfloor.
 - Installation when there is not sufficient perimeter expansion zone.
 - Outdoor installation.
 - Use of improper adhesives or seam sealers.
 - Loss of gloss or build-up of dulling is due to lack of maintenance or improper maintenance.
 - Damage resulting from failure to follow floor care instructions as outlined in this warranty.
 - Scuffs, scratches, cuts.
 - Damage or discoloration from carpet dyes, fertilizers, or other chemicals.
 - Staining from use of mats not labeled non-staining.
 - Damage caused by burns, flooding, fires and other accidents.
 - Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
 - Damage caused by caster wheels or vacuum cleaner beater bars.
 - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest at on the floor.
- Construction related damage.
- Damage arising because the flooring is exposed to extreme cold (beneath 0°F/-15°C), extreme heat (above 140°F/60°C).
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes) to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Damage caused by spills which are not removed within 24 hours.
- Normal wear and tear of the flooring.

- Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Discoloration or expansion from heat or sunlight. A combination of heat and sunlight can cause most home furnishings fading, discoloration, or thermal expansion.
- Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
- Damage arising because the flooring is not used under normal conditions.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an Act of God/ Force Majeure (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4” hard board) on your floor and gently “walk” the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.
- Damage caused by shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by walking on with spike- or stiletto-heeled shoes.
- Damage caused by non-compliant casters on furniture. Barrel type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.



- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers. This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than one square inch (25 square millimeters).
- Any urine, feces, or vomit stains other than pet (domestic cat or dog).

This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, off-goods, factory special, non-standard items and flooring sold “as is”. It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers, or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered, or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

We reserve the right to inspect the flooring and to remove samples for additional

evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights.

No implied warranties extend beyond the term of this written warranty.

4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE ISSUES OCCUR

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable.

In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, molding, underlay, moisture barrier, molding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect.
- Provide additional information requested by the factory to understand the root cause of the issue.



5. WHAT WE WILL DO

If we honor a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labor costs to perform the repair or replacement.

This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15) of the flooring cost will be considered.

For Lifetime Limited Warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, replacement or refund will be maximum 5% of the original flooring purchase amount.

This warranty is limited to the designs, colors, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value.

We will always try to take into account the wish of the customer.



FIRMFIT™ FLOORING COMMERCIAL USE WARRANTY PROGRAM

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1. SCOPE OF APPLICATION

This commercial use warranty is offered by us and is Worldwide applicable. This warranty applies to our vinyl flooring and thermoplastic composite flooring, purchased from authorized dealer and installed and used in commercial area. Commercial area is defined as: use in environments (which do not experience heavy commercial traffic) such as those outlined in the application table below. Applications considered “industrial” do not qualify for warranty coverage.

Examples of business type commercial use	Recommended application
Med clinic, retirement centers, Doctor’s offices, hospice, assisted living.	All non-required “clean room” areas – Corridors, patient rooms, lobby, waiting rooms, cafeteria, exam rooms, common areas.
Professional offices (i.e. accountants, lawyers, etc.), banks.	Offices, hallways, lobby, reception areas, break rooms, conference rooms.
Boutiques, retail store, art galleries, book-stores, coffee shops, gift shops, jewelry stores, beauty salons, barber shops.	Dressing rooms, entire store.
Apartments, condos, military housing.	Any room in these segments will be suitable, including common areas excluding bathrooms.
Hotel, motel, restaurants.	Guest rooms, lobby, hallways, elevator.
Day-care, school, universities, libraries.	Dorms, common areas, cafeterias, class rooms, auditoriums, libraries (excluding gymnasiums).

DEFINITIONS / To be covered:

- “Wear” must be through the wear layer to the degree that the printed pattern is affected or altered.
- “Fade” must be to the degree that the floor is permanently discolored.
- “Stain” must be from normal household cleaning agents, chemicals or routine care & maintenance.
- “Water Damage” covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

FIRMFIT™ LIMITED WARRANTY IS MADE SUBJECT TO THE FOLLOWING CONDITIONS:

- The floor must be installed properly and according to FIRMFIT™ installation guidelines.
- The flooring must be used only indoors in a dry, climate controlled area.
- The flooring must be maintained in accordance with FIRMFIT™ maintenance instructions.
- This limited warranty does not apply to FIRMFIT™ moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.
- This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, off-goods, factory special, non-standard items and flooring sold “as is”.

2. WARRANTIES

2.1. WEAR WARRANTY

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects. Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- Will not delaminate.

- In its original manufactured condition, will be free from manufacturing defects. Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.
- Will not permanently indent from normal household use.

2.3. INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over a radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled. This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled:

- Radiant Heat: Radiant heat systems must have a minimum of 1/2" separation from the product.
- In-floor Radiant Heat: flooring can be installed over 1/2" embedded radiant heat using the floating or glue down method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure. It is best to install the product over embedded radiant floor heating systems and adhere to the guidelines listed above.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. The maximum moisture content of the screed is 1.5% (CM method).
- Make sure that the temperature in the room is at least 60°F (15°C) during installation.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5°F increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F (30°C).

- Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void the warranty.

2.4. MOISTURE / WATERPROOF WARRANTY

We warrant that all FIRMFIT flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. When exposed to water tiles/planks are waterproof and will not swell, buckle or lose integrity. In the case of standing water or flooding, FIRMFIT flooring will not act as a waterproofing barrier for the sub floor and/or any surrounding structure.

Any damage to the sub floor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.5. PET WARRANTY

We warrant that FIRMFIT™ floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period.

However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the sub floor and/or surrounding structure caused by pets is not covered by this warranty.

3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL EXCLUSIONS AND CONDITIONS

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided, such as but not limited to:
 - Installation on an unlevelled subfloor.
 - Installation when there is not sufficient perimeter expansion zone.
 - Outdoor installation.
 - Use of improper adhesives or seam sealers.

- Loss of gloss or build-up of dulling is due to lack of maintenance or improper maintenance.
 - Damage resulting from failure to follow floor care instructions as outlined in this warranty.
 - Scuffs, scratches, cuts.
 - Damage or discoloration from carpet dyes, fertilizers, or other chemicals.
 - Staining from use of mats not labeled non-staining.
 - Damage caused by burns, flooding, fires and other accidents.
 - Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
 - Damage caused by caster wheels or vacuum cleaner beater bars.
 - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest at on the floor.
- Construction related damage.
 - Damage arising because the flooring is exposed to extreme cold (beneath 0°F/-15°C), extreme heat (above 140°F/60°C).
 - Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes) to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
 - Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
 - Damage caused by spills which are not removed within 24 hours.
 - Normal wear and tear of the flooring.
 - Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
 - Discoloration or expansion from heat or sunlight. A combination of heat and sunlight can cause most home furnishings fading, discoloration, or thermal expansion.
 - Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.

- Damage arising because the flooring is not used under normal conditions.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an Act of God/ Force Majeure (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4” hard board) on your floor and gently “walk” the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.
- Damage caused by shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by walking on with spike- or stiletto-heeled shoes.
- Damage caused by non-compliant casters on furniture. Barrel type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers. This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than one square inch (25 square millimeters).
- Any urine, feces, or vomit stains other than pet (domestic cat or dog).



This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, off-goods, factory special, non-standard items and flooring sold “as is”. It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers, or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered, or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights.

No implied warranties extend beyond the term of this written warranty.

4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE ISSUES OCCUR

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable.

In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, molding, underlay, moisture barrier, molding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect.
- Provide additional information requested by the factory to understand the root cause of the issue.

5. WHAT WE WILL DO

If we honor a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labor costs to perform the repair or replacement.

This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15) of the flooring cost will be considered.

This warranty is limited to the designs, colors, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value.

We will always try to take into account the wish of the customer.



LIMITED WARRANTY

Acryl's – Premier XL G-Core

5.5mm 20 mil G55 Advanced Coating System Finish
Lifetime Residential / 10-Year Commercial Warranty

Casabella Vinyl warrants its Vinyl Tile and Plank to be free from manufacturing defects in residential areas with a Lifetime Warranty and 10-Years for Commercial applications. This limited warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to supplied instructions inserted into cartons. Periodically, instructions are revised; floors must be installed according to the current instructions at the time of installation. Please check our website for the current instructions. Should a complaint occur, Casabella always reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring, on a job-to-job basis. If Casabella repairs or replaces a floor as a result of a warranty claim, the flooring contractor or floor covering dealer will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Casabella repairs a floor, this warranty shall remain in effect with respect to such floor. This limited warranty covers manufacturing defects, such as delamination, loss of original pattern and color due to fading or wear, when the flooring is subject to normal use, and as long as the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. Should a claim result, the flooring contractor must provide an original invoice and proof of purchase and verification of date of purchase. The Warranty is in effect for the original purchaser and initial installation site only, on a prorated basis. Within the first year if a defect is reported by the flooring contractor or end-user, including of proof of purchase, and confirmed in an inspection, Casabella will supply new flooring of similar color, pattern and quality to replace the defective area. Casabella will also pay reasonable labor costs if professional installation was paid for when flooring was installed. After one year of purchase, Casabella will supply reasonable labor cost at fifty percent if professional installation was paid for. After two years of purchase, and until the end of warranty term, Casabella will supply new flooring of similar color, pattern and quality to replace the defective area only. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may not apply. Your warranty gives you specific legal rights; other legal rights, which vary, from state to state may be applicable.

Casabella Floors
www.casabellafloors.com

Phone: (847) 979-2500 - Fax: (847) 364-9207

Rev. 3-8-17

Exclusions to warranty are as follows:

Damage caused by transporting/shipping product to jobsite product must be palletized and shrink wrapped, fire, burns to surface, intentional abuse, using product in exterior application, indentations, surface scratches, scuffing, and other damage caused by improper rolling loads, chairs and other furniture being moved without use of the proper functioning protectors. The exposure to pebbles, grit, sand or other abrasives, high heel or cleated shoes and staining from product spills not cleaned up properly. Damage cause by flooding, excessive moisture or alkalis in subfloor or conditions arising from hydrostatic pressure. Cutting from sharp objects, vacuum beater bar, construction or installation-related damage, side or end joint gapping, changes in appearance or color when exposed to natural light source an exposure to heat. Shading, color or texture difference between sample and delivered product. This warranty is in lieu of any other warranties, expressed or implied. Exclusions to Acrylx Waterproof Warranty are as Follows:

Acrylx waterproof warranty applies to residential installations only.

This is limited to Topical Moisture defined as Surface Moisture from mopping, occasional water spills or common household liquids which are cleaned up properly. Water spills over the edges of the floor surface by baseboards, walls and transition are not covered. Damage caused by standing water, flooding and moisture in the subfloor, hydrostatic pressure or water underneath the Acrylx flooring is not covered. Damage to structures under or surrounding floor including but not limited to underlayment, installed grout, molding subfloor heating systems, fixtures, furniture and all molding and trims including Casabella Vinyl trims and moldings are excluded. Damage from mold and/or mildew growth due to water exposure of any kind is excluded.



LIMITED WARRANTY

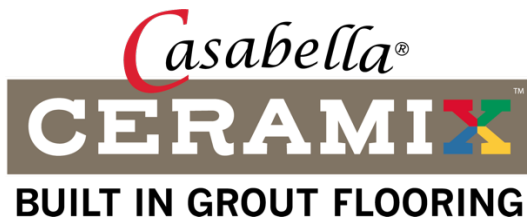
Rev. 4-10-18

Ceramix™ – 4.0mm 20 mil G88 Advanced Coating System
Finish Lifetime Residential / 10-Year Commercial Warranty

Casabella© Floors warrants its Vinyl Tile and Plank to be free from manufacturing defects in residential areas with a Lifetime Warranty and 10-Years for Commercial applications. This limited warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to supplied instructions inserted into cartons. Periodically, instructions are revised; floors must be installed according to the current instructions at the time of installation. Please check our website for the current instructions. Should a complaint occur, Casabella© Floors always reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring, on a job-to job basis. If Casabella© Floors repairs or replaces a floor as a result of a warranty claim, the flooring contractor or floor covering dealer will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Casabella© Floors repairs a floor, this warranty shall remain in effect with respect to such floor. This limited warranty covers manufacturing defects, such as delamination, loss of original pattern and color due to fading or wear, when the flooring is subject to normal use, and as long as the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. Should a claim result, the flooring contractor must provide an original invoice and proof of purchase and verification of date of purchase. The Warranty is in effect for the original purchaser and initial installation site only, on a prorated basis. Within the first year if a defect is reported by the flooring contractor or end-user, including of proof of purchase, and confirmed in an inspection, Casabella© Floors will supply new flooring of similar color, pattern and quality to replace the defective area. Casabella© Floors will also pay reasonable labor costs if professional installation was paid for when flooring was installed. After one year of purchase, Casabella© Floors will supply reasonable labor cost at fifty percent if professional installation was paid for. After two years of purchase, and until the end of warranty term, Casabella© Floors will supply new flooring of similar color, pattern and quality to replace the defective area only. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may not apply. Your warranty gives you specific legal rights; other legal rights, which vary, from state to state may be applicable.

Exclusions to warranty are as follows:

Damage caused by transporting/shipping product to jobsite product must be palletized and shrink wrapped, fire, burns to surface, intentional abuse, using product in exterior application, indentations, surface scratches, scuffing, and other damage caused by improper rolling loads, chairs and other furniture being moved without use of the proper functioning protectors. The exposure to pebbles, grit, sand or other abrasives, high heel or cleated shoes and staining from product spills not cleaned up properly. Damage cause by flooding, excessive moisture or alkalis in subfloor or conditions arising from



hydrostatic pressure. Cutting from sharp objects, vacuum beater bar, construction or installation-related damage, side or end joint gapping, changes in appearance or color when exposed to natural light source an exposure to heat. Shading, color or texture difference between sample and delivered product. This warranty is in lieu of any other warranties, expressed or implied.

Exclusions to Ceramix™ Waterproof Warranty are as Follows:

Ceramix™ waterproof warranty applies to residential installations only.

This is limited to Topical Moisture defined as Surface Moisture from mopping, occasional water spills or common household liquids which are cleaned up properly. Water spills over the edges of the floor surface by baseboards, walls and transition are not covered. Damage caused by standing water, flooding and moisture in the subfloor, hydrostatic pressure or water underneath the Ceramix™ flooring is not covered. Damage to structures under or surrounding floor including but not limited to underlayment, installed grout, molding subfloor heating systems, fixtures, furniture and all molding and trims including Casabella© Vinyl Flooring Floor trims and moldings are excluded. Damage from mold and/or mildew growth due to water exposure of any kind is excluded.

25 YEAR RESIDENTIAL USE LIMITED WARRANTY
RIGID CORE VINYL FLOORING
(with 12mil wear layer)

1. SCOPE OF APPLICATION

This Residential Use Limited Warranty is offered by us and is Worldwide applicable. This warranty applies to our rigid core vinyl flooring, purchased from authorized dealer and installed and used residentially. Residential use is defined as normal household use.

2. WARRANTIES

2.1. WEAR WARRANTY

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not stain from normal household consumable items such as food or drink.
- Will not stain from pet (domestic cat or dog) stains, including urine, feces and vomit, providing it is immediately cleaned upon discovery. Stain resistance means the ability of the floor to resist (i.e. minimize or withstand) permanent stains for the warranty period.
- Will not fade as a result of direct sunlight or household lighting.
- Will be resistant to damage from normal household spills.
- In its original manufactured conditions, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.3. INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over a radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled.

This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled:

- Radiant Heat: Radiant heat systems must have a minimum of 1/2" separation from the product. In-floor Radiant Heat: flooring can be installed over 1/2" embedded radiant heat using the floating or glue down method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure. It is best to install the product over embedded radiant floor heating systems and adhere to the guidelines listed above.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.

- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Concrete moisture vapor emissions should not exceed 8lbs ASTM F1869 or 90%RH (ASTM F2170) with a PH limit of 9.
- Make sure that the temperature in the room is at least 60°F (15°C) during installation.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5-degree increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F (30°C).
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void the warranty.

2.4. MOISTURE WARRANTY

We warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle or lose integrity. The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.5. PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), 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.

3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL EXCLUSIONS AND CONDITIONS

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.
- Damage arising from improper installation (for example installation on an unlevelled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.
- Damage arising because the flooring is exposed to extreme cold (beneath 0°F/-15°C),
- extreme heat (above 140°F/60°C).
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by spills which are not removed promptly.
- Normal wear and tear of the flooring.
- Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
- Damage arising because the flooring is not used under normal conditions.

- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an act of God (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances do due the lack of interior and exterior doormats.
- Damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by walking on with spike-or stiletto-heeled shoes.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4” hard board) on your floor and gently “walk” the item a cross it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 25mm². This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold “as is”.

It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that

may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights. No implied warranties extend beyond the term of this written warranty.

4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable. In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, molding, underlay, moisture barrier, molding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect. Provide additional information requested by the factory to understand the root cause of the issue.

5. WHAT WE WILL DO

If we honor a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labor costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

This warranty is limited to the designs, colors, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.



ScubaSeal™ Warranty

03/18

CARE INSTRUCTIONS:

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 your floor occasionally with an approved Floor Cleaner.
- Use only an approved polish to return your floor's original shine if it begins to dull over time.

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 protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Be careful with rolling casters. They can damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel type are the best option.



- 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) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast. Most of these products are identified “colorfast” by the manufacturer.

Immediately after installation

- Maintain a minimum room temperature between 65 and 85 degrees Fahrenheit for 48 hours after installation is completed.
- We recommend that you do not scrub or wash your floor for five days.

LIFETIME LIMITED RESIDENTIAL WARRANTY

What is covered and for how long?

The Casabella Vinyl lifetime limited warranty for ScubaSeal™ flooring means that for the life of the floor to the original purchaser only, that ScubaSeal™:

- Will not wear through printed image
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- The edges of the flooring will not curl

15-YEAR LIMITED COMMERCIAL WARRANTY

What is covered and for how long?

For commercial installations as listed below ScubaSeal™ is warranted to be free from manufacturing defects and will not wear through the printed image for 15 years from the date of purchase, if installed according to the installation instructions (found on our website casabellafloors.com). If a defect covered by this warranty is reported to Casabella Floors in writing within 15 years of purchase, Casabella Floors will supply new material of the same or similar grade sufficient to repair or replace the defective material.

For commercial applications, this product is intended to be installed in: Privately owned businesses, multifamily units, common areas of activity centers, day cares, doctor/dentist offices, salons, retail shops, restaurants as sales floors, dining areas, common areas, activity areas,



corridors, and residences. Caution: Any facility that uses commercial cleaning equipment is not covered by this warranty. If you have any questions, we are always available to assist you with installation/application questions.

What will Casabella Floors do if any of the above happens?

If any of the above should occur within the warranty periods specified above, Casabella Floors will, at our option, furnish comparable Casabella Floors flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor. And, if your floor was professionally installed, for any defect reported in the first year Casabella Floors will also pay reasonable labor costs for the direct repairs or replacement of the flooring only in the second year Casabella Floors will also pay 50% of reasonable labor costs for the direct repairs or replacement of the flooring only in the third year Casabella Floors will also pay 25% of reasonable labor costs for the direct repairs or replacement of the flooring only. After the third year Casabella Floors will not pay any labor cost.

Casabella Floors will not pay for the following cost including but not limited to removal or tear out of old or damaged product, any cost associated with moving of cabinets, furniture, walls, doors, paint, rugs, etc.

Casabella Floors will not replace or repair a floor discolored by mold, mildew, or alkali. Moisture will not affect the structure of the plank but may discolor the product which is not covered by this warranty.

What is not covered by this warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects or objects not properly protected to include high heels, spiked heels, and rolling loads.
 - When vacuuming, we recommend using the wand attachment on your vacuum.
 - Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.



- If some dulling occurs over time, depending on the amount of traffic, care and maintenance the floor receives, restore the floor's shine, use an approved Low Gloss Floor Finish.

- Minor color, shade, or texture variations between samples or printed color photography and the actual material.
 - Floors that are not graded "regular."
 - Floors that are installed in other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted commercial.)
 - Construction or installation-related damage to include failure due to subfloor, hydrostatic pressure, moisture, or alkalines.
 - Floors discolored from moisture or underlayment panels after having been repaired or replaced by Casabella Floors one time. (repair or replacement (in square footage or value) of 50% of the purchased material terminates this warranty and relieves Casabella Floors of any future liability of any and all types relating to this purchase).
 - Floors damaged by excessive moisture from sources such as flooding.
 - Installation defects and installations caused by not using the recommended Casabella Floors products. Both parties agree that any finding of this cause of damage by an independent certified inspector terminates warranty.
 - Damage caused by abuse such as moving appliances across the floor without adequate protection,
- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.

What is excluded from this warranty?

Casabella Floors excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty.

Please note: Some jurisdictions 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.



Also note: This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

† We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

* Wear-through is defined as loss of the floor design due to normal household use.

What should you do if you have a problem?

We want you to be happy with your Casabella Floors floor. If you're not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 281-766-1600.

PLEASE KEEP YOUR RECEIPT. Casabella Floors needs the receipt in order to verify date, proof of purchase, and original purchaser to resolve any problems that may occur.

This warranty applies to floors purchased after November 1, 2017



15 YEAR COMMERCIAL USE LIMITED WARRANTY

1. SCOPE OF APPLICATION

This Commercial Use Limited Warranty is offered by us and is Worldwide applicable. This warranty applies to our rigid core vinyl and thermoplastic flooring, purchased from authorized dealer and installed and used in commercial area. Commercial area is defined as: use in environments (which do not experience heavy commercial traffic) such as those outlined in the application table below. Applications considered “industrial” do not qualify for warranty coverage.

EXAMPLES OF BUSINESS TYPE LIGHT COMMERCIAL USE	RECOMMENDED APPLICATION
Med clinic, retirement centers, Doctor’s offices, hospice, assisted living.	All non-required “clean room” areas – Corridors, patient rooms, lobby, waiting rooms, cafeteria, exam rooms, common areas.
Professional offices (i.e. accountants, lawyers, etc.), banks.	Offices, hallways, lobby, reception areas, break rooms, conference rooms.
Boutiques, retail store, art galleries, book- stores, coffee shops, gift shops, jewelry stores, beauty salons, barber shops.	Dressing rooms, entire store.
Apartments, condos, military housing.	Any room in these segments will be suitable, including common areas excluding bathrooms.
Hotel, motel, restaurants.	Guest rooms, lobby, hallways, elevator.
Day-care, school, universities, libraries.	Dorms, common areas, cafeterias, class rooms, auditoriums, libraries (excluding gymnasiums).

2. WARRANTIES

2.1. WEAR WARRANTY

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not stain from normal household consumable items such as food or drink.
- Will not stain from pet (domestic cat or dog) stains, including urine, feces and vomit, providing it is immediately cleaned upon discovery. Stain resistance means the ability of the floor to resist (i.e. minimize or withstand) permanent stains for the warranty period.
- Will not fade as a result of direct sunlight or household lighting.
- Will be resistant to damage from normal household spills.
- In its original manufactured conditions, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.



2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.3. INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over an embedded radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled:

- In-floor Radiant Heat: flooring can be installed over 1/2" / 12 mm embedded radiant heat using the floating method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system.
- Concrete moisture vapor emissions should not exceed 8 lb / 3.63 kg (ASTM F1869) / 90 % RH (ASTM F2170) with a PH limit of 9 / max 2.5 % moisture content (CM method).
- Please respect the temperature range in the room before and during the installation as specified in the installation manual, or your warranty will be void.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5-degree increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F / 30°C.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

2.4. MOISTURE WARRANTY

We warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle or lose integrity. The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.5. PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), 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.



3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL EXCLUSIONS AND CONDITIONS

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.
- Damage arising from improper installation (for example installation on an unlevelled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.
- Damage arising because the flooring is exposed to extreme cold or extreme heat as specified in the provided installation manual.
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by spills which are not removed promptly.
- Normal wear and tear of the flooring.
- Normal changes in colour, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
- Damage arising because the flooring is not used under normal conditions.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an act of God (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, colour, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances do due the lack of interior and exterior doormats.
- Damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by walking on with spike-or stiletto-heeled shoes.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4” / 6 mm hard board) on your floor and gently “walk” the item a cross it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.



- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 0.038 inch² / 25 mm². This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold "as is".

It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights.

No implied warranties extend beyond the term of this written warranty.

4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable. In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, moulding, underlay, moisture barrier, moulding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect. Provide additional information requested by the factory to understand the root cause of the issue.



5. WHAT WE WILL DO

If we honour a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labour costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labour cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

This warranty is limited to the designs, colours, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, colour, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.



LIFETIME RESIDENTIAL USE LIMITED WARRANTY

1. SCOPE OF APPLICATION

This Residential Use Limited Warranty is offered by us and is Worldwide applicable. This warranty applies to our rigid core vinyl and thermoplastic flooring, purchased from authorized dealer and installed and used residentially. Residential use is defined as normal household use.

2. WARRANTIES

2.1. WEAR WARRANTY

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not stain from normal household consumable items such as food or drink.
- Will not stain from pet (domestic cat or dog) stains, including urine, feces and vomit, providing it is immediately cleaned upon discovery. Stain resistance means the ability of the floor to resist (i.e. minimize or withstand) permanent stains for the warranty period.
- Will not fade as a result of direct sunlight or household lighting.
- Will be resistant to damage from normal household spills.
- In its original manufactured conditions, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.3. INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over an embedded radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled:

- In-floor Radiant Heat: flooring can be installed over 1/2" / 12 mm embedded radiant heat using the floating method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum



capacity to force any residual moisture from the cementitious topping of the radiant heat system.

- Concrete moisture vapor emissions should not exceed 8 lb / 3.63 kg (ASTM F1869) / 90 % RH (ASTM F2170) with a PH limit of 9 / max 2.5 % moisture content (CM method).
- Please respect the temperature range in the room before and during the installation as specified in the installation manual, or your warranty will be void.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5-degree increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F / 30°C.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

2.4. MOISTURE WARRANTY

We warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle or lose integrity. The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.5. PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), 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.

3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL EXCLUSIONS AND CONDITIONS

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.
- Damage arising from improper installation (for example installation on an unlevelled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.
- Damage arising because the flooring is exposed to extreme cold or extreme heat as specified in the provided installation manual.
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by spills which are not removed promptly.
- Normal wear and tear of the flooring.
- Normal changes in colour, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
- Damage arising because the flooring is not used under normal conditions.



- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an act of God (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, colour, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances do due the lack of interior and exterior doormats.
- Damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by walking on with spike-or stiletto-heeled shoes.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4” / 6 mm) hard board) on your floor and gently “walk” the item a cross it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 0.038 inch² / 25 mm². This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold “as is”.

It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.



We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights.

No implied warranties extend beyond the term of this written warranty.

4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable. In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, moulding, underlay, moisture barrier, moulding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect. Provide additional information requested by the factory to understand the root cause of the issue.

5. WHAT WE WILL DO

If we honour a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labour costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labour cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

For Lifetime Residential Use Limited Warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, replacement or refund will be maximum 5% of the original flooring purchase amount.

This warranty is limited to the designs, colours, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, colour, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.



Limited Warranty

Rev. 4-7-16

FloorNation – Freedom Collection 2.5mm 12mil G88 Advanced Coating System Finish

25-Year Residential/10-Year Commercial Warranty

Casabella Floors warrants its Vinyl Tile and Plank to be free from manufacturing defects in residential areas with a 25-Year Warranty and 10-Years Commercial applications. This limited warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to supplied instructions inserted into cartons. Periodically, instructions are revised; floors must be installed according to the current instructions at the time of installation. Please check our website for the current instructions. Should a complaint occur, RI always reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring, on a job-to job basis. If RI repairs or replaces a floor as a result of a warranty claim, the flooring contractor or floor covering dealer will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that RI repairs a floor, this warranty shall remain in effect with respect to such floor. This limited warranty covers manufacturing defects, such as delamination, loss of original pattern and color due to fading or wear, when the flooring is subject to normal use, and as long as the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. Should a claim result, the flooring contractor must provide an original invoice and proof of purchase and verification of date of purchase. The Warranty is in effect for the original purchaser and initial installation site only, on a prorated basis. Within the first year if a defect is reported by the flooring contractor or end-user, including of proof of purchase, and confirmed in an inspection, RI will supply new flooring of similar color, pattern and quality to replace the defective area. RI will also pay reasonable labor costs if professional installation was paid for when flooring was installed. After one year of purchase, RI will supply reasonable labor cost at fifty percent if professional installation was paid for. After two years of purchase, and until the end of warranty term, RI will supply new flooring of similar color, pattern and quality to replace the defective area only. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may not apply. Your warranty gives you specific legal rights; other legal rights, which vary, from state to state may be applicable.

Exclusions to warranty are as follows:

Damage caused by fire, burns to surface, intentional abuse, using product in exterior application, indentations, surface scratches, scuffing, and other damage caused by improper rolling loads, chairs and other furniture being moved without use of the proper functioning protectors. The exposure to pebbles, grit, sand or other abrasives, high heel or cleated shoes and staining from product spills not cleaned up properly. Damage cause by flooding, excessive moisture or alkalis in subfloor or conditions arising from hydrostatic pressure. Cutting from sharp objects, vacuum beater bar, construction or installation-related damage, side or end joint gapping, changes in appearance or color when exposed to natural light source an exposure to heat. Shading, color or texture difference between sample and delivered product. This warranty is in lieu of any other warranties, expressed or implied.



Limited Warranty

Rev. 4-7-16

FloorNation – Glory Collection 4.0mm 20mil G88 Advanced Coating System Finish

Lifetime Residential/20-Year Commercial Warranty

Casabella Floors warrants its Vinyl Tile and Plank to be free from manufacturing defects in residential areas with a Lifetime Warranty and 20-Years Commercial applications. This limited warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to supplied instructions inserted into cartons. Periodically, instructions are revised; floors must be installed according to the current instructions at the time of installation. Please check our website for the current instructions. Should a complaint occur, RI always reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring, on a job-to job basis. If RI repairs or replaces a floor as a result of a warranty claim, the flooring contractor or floor covering dealer will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that RI repairs a floor, this warranty shall remain in effect with respect to such floor. This limited warranty covers manufacturing defects, such as delamination, loss of original pattern and color due to fading or wear, when the flooring is subject to normal use, and as long as the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. Should a claim result, the flooring contractor must provide an original invoice and proof of purchase and verification of date of purchase. The Warranty is in effect for the original purchaser and initial installation site only, on a prorated basis. Within the first year if a defect is reported by the flooring contractor or end-user, including of proof of purchase, and confirmed in an inspection, RI will supply new flooring of similar color, pattern and quality to replace the defective area. RI will also pay reasonable labor costs if professional installation was paid for when flooring was installed. After one year of purchase, RI will supply reasonable labor cost at fifty percent if professional installation was paid for. After two years of purchase, and until the end of warranty term, RI will supply new flooring of similar color, pattern and quality to replace the defective area only. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may not apply. Your warranty gives you specific legal rights; other legal rights, which vary, from state to state may be applicable.

Exclusions to warranty are as follows:

Damage caused by fire, burns to surface, intentional abuse, using product in exterior application, indentations, surface scratches, scuffing, and other damage caused by improper rolling loads, chairs and other furniture being moved without use of the proper functioning protectors. The exposure to pebbles, grit, sand or other abrasives, high heel or cleated shoes and staining from product spills not cleaned up properly. Damage cause by flooding, excessive moisture or alkalis in subfloor or conditions arising from hydrostatic pressure. Cutting from sharp objects, vacuum beater bar, construction or installation-related damage, side or end joint gapping, changes in appearance or color when exposed to natural light source an exposure to heat. Shading, color or texture difference between sample and delivered product. This warranty is in lieu of any other warranties, expressed or implied.

Casabella Floors
www.casabellafloors.com
Freedom Warranty

Phone: (847) 979-2500 - Fax: (847) 364-9207



Limited Warranty

Rev. 4-7-16

FloorNation – Pride Collection 3.0mm 20mil G88 Advanced Coating System Finish

Lifetime Residential/15-Year Commercial Warranty

Casabella Floors warrants its Vinyl Tile and Plank to be free from manufacturing defects in residential areas with a Lifetime Warranty and 15-Years Commercial applications. This limited warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to supplied instructions inserted into cartons. Periodically, instructions are revised; floors must be installed according to the current instructions at the time of installation. Please check our website for the current instructions. Should a complaint occur, RI always reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring, on a job-to job basis. If RI repairs or replaces a floor as a result of a warranty claim, the flooring contractor or floor covering dealer will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that RI repairs a floor, this warranty shall remain in effect with respect to such floor. This limited warranty covers manufacturing defects, such as delamination, loss of original pattern and color due to fading or wear, when the flooring is subject to normal use, and as long as the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. Should a claim result, the flooring contractor must provide an original invoice and proof of purchase and verification of date of purchase. The Warranty is in effect for the original purchaser and initial installation site only, on a prorated basis. Within the first year if a defect is reported by the flooring contractor or end-user, including of proof of purchase, and confirmed in an inspection, RI will supply new flooring of similar color, pattern and quality to replace the defective area. RI will also pay reasonable labor costs if professional installation was paid for when flooring was installed. After one year of purchase, RI will supply reasonable labor cost at fifty percent if professional installation was paid for. After two years of purchase, and until the end of warranty term, RI will supply new flooring of similar color, pattern and quality to replace the defective area only. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may not apply. Your warranty gives you specific legal rights; other legal rights, which vary, from state to state may be applicable.

Exclusions to warranty are as follows:

Damage caused by fire, burns to surface, intentional abuse, using product in exterior application, indentations, surface scratches, scuffing, and other damage caused by improper rolling loads, chairs and other furniture being moved with out use of the proper functioning protectors. The exposure to pebbles, grit, sand or other abrasives, high heel or cleated shoes and staining from product spills not cleaned up properly. Damage cause by flooding, excessive moisture or alkalis in subfloor or conditions arising from hydrostatic pressure. Cutting from sharp objects, vacuum beater bar, construction or installation-related damage, side or end joint gapping, changes in appearance or color when exposed to natural light source an exposure to heat. Shading, color or texture difference between sample and delivered product. This warranty is in lieu of any other warranties, expressed or implied.