

# LIMITED LIFETIME WARRANTY

## LIMITED LIFETIME RESIDENTIAL WARRANTY

Manufacturer warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through\*, stain or fade from sunlight or artificial light throughout the life of the product when used under normal residential traffic conditions. *\*Wear - through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear - through.*

If the product wears through, stains or fades, Manufacturer will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, Manufacturer will replace the defective material with a floor of equal value.

This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

## LIMITED 15 YEAR COMMERCIAL WARRANTY

Manufacturer warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through\*, stain or fade from sunlight or artificial light for 15 years after the date of purchase of the product when used under normal commercial traffic conditions. *\*Wear - through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear - through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended.*

If the product wears through, stains or fades, Manufacturer will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, Manufacturer will replace the defective material with a NuCore floor of equal value.

This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

## Underlayment

This product has a pre-attached underlayment. Do not install over carpet or any additional underlayment (except a 6 mil poly-film moisture barrier over concrete). Do not use any additional underlayment in commercial applications (e.g. industrial areas, commercial foyers, restaurants, etc. or any areas with heavy rolling loads). Using additional underlayment in commercial applications such as these will void the warranty.

## Pet Friendly Warranty

Manufacturer warrants that this flooring will resist permanent staining caused by pet urine (domestic cat or dog) when thoroughly cleaned. Urine must be cleaned immediately and not be allowed to dry.

## Warranty Exclusions

The owner/installer must inspect the color, finish and quality of the flooring prior to installation. Manufacturer is not responsible for labor costs incurred for flooring installed with visible defects. Isolated floor squeaks are not a defect and are not covered under warranty. This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning care or maintenance contrary to written instructions provided by the Manufacturer. This warranty does not cover physical abuse or misuse, indentation, scratching, impact, cutting, freight damage, alteration or any wear or damage caused by acts of God. This warranty does not apply if product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of the Manufacturer, including, but not limited to, exterior applications, unstable/improper subfloors, or areas exposed to excessive topical and ground moisture. The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings are on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. In a prolonged flood situation, the product should be uninstalled to avoid such moisture. Protective pads should be used under furniture legs, and mats should be used under any chairs with rolling casters. Pet urine must be wiped up and not allowed to dry.

For the Lifetime Residential warranty, if a claim is made and approved after 1 year of purchase, Manufacturer will pay a pro - rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 50 years. For example, if the claim is made 20 years after the original purchase, then manufacturer will pay 60% (30/50th) of the material. If the claim is made 50 years or more after the purchase, manufacturer will provide you, the original purchaser, with a 5% discount on material only on your next purchase of a this manufacturer's flooring product. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

For the 15 Year Commercial warranty, if a claim is made and approved after 1 year of purchase, manufacturer will pay a pro - rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 15 years. For example, if the claim is made 6 years after the original purchase, then manufacturer will pay 60% (9/15th) of the material. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

Manufacturer 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.

Manufacturer 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. The manufacturer reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. No installer, retailer, agent or employee of the manufacturer has the authority to increase or alter the obligations or limitations of this warranty.

## For Warranty Service

To make a claim, you may:

- 1) Contact your retailer no later than 30 days after the discovery of the defect. Proof of purchase is required. Your retailer will assist in coordinating a resolution of your claim. OR:
- 2) Contract a certified independent inspector. The inspector should submit a copy of the inspection report directly to your retailer for consideration. Note that while independent inspections are credible and usually reliable, the final decision rests solely with the manufacturer. Only certified inspectors approved in writing, in advance by the manufacturer will be considered.

- 1) Comunicarse con su vendedor minorista de NuCore antes de que hayan transcurrido 30 días desde el descubrimiento del defecto. Se necesita una prueba de compra. Su vendedor minorista lo ayudará a coordinar una resolución de su reclamo. O:
- 2) Contratar a un inspector certificado independiente. El inspector debe enviar una copia del informe de inspección directamente a su distribuidor de NuCore para su consideración. Tenga en cuenta que aunque las inspecciones independientes son creíbles y por lo general son confiables, la decisión final queda únicamente a criterio de NuCore. Solamente se considerarán los inspectores certificados aprobados por escrito y anticipadamente por NuCore.

size: 140 x 485 mm