

# CAMARILLO LIFETIME RESIDENTIAL WEAR AND WATERPROOF WARRANTY

Applies to Camarillo and Camarillo Plus (560-XXX, 561-XXX)

The manufacturer warrants that this product:

- will not wear through, where “wear through” means the complete loss of wear layer so that the printed pattern changes over a minimum of 3% of the total installation.
- will not be damaged by normal residential household moisture on the surface of the floor (this warranty applies only to the LVT product; no representation is made about the effect of excessive or prolonged moisture on subfloors).
- will be free from manufacturing defects.

The following remedies are available to you if the floor fails to perform according to the warranty:

- During the first year following installation, the manufacturer will at its option (i) repair the floor to conform to the warranty or (ii) replace without charge the affected area with another floor of equal value and quality. If the floor was professionally installed by a flooring contractor, the manufacturer will also pay reasonable replacement labor costs.
- During the second year, the manufacturer will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for 90% of the original purchase price for materials and 50% of reasonable replacements costs if the floor was professionally installed by a flooring contractor.
- After the second year, the manufacturer will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for material only (no labor) based on the following schedule:
  - During the third year: 80% credit
  - During the fourth year: 70% credit
  - During the fifth year: 60% credit
  - During the sixth year: 50% credit
  - During the seventh year: 40% credit
  - During the eighth year: 30% credit
  - During the ninth year: 20% credit
  - After the ninth year: 10% credit

## Conditions and Limitations

- The product must be properly installed according to the manufacturers’ installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited to improper adhesives, inadequate subfloor, and improper subfloor preparation. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. See full installation instructions for this product.
- The product is not to be installed in areas that experience temperature extremes greater than 150°F(65°C) or beyond -40°F (-40°C).
- Excessive subfloor cracking and movement can cause the floor to crack. The manufacturer cannot be responsible for damage from an unstable or deteriorating subfloor.
- Applies only to material sold as first quality.
- Does not cover loss of gloss or dulling of the surface. Scuffs, scratches and gouges are also not covered by the warranty.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads is not covered by the warranty.
- Discoloration from heat, light, mold or alkali are not covered by the warranty.
- Problems resulting from excessive moisture in the subfloor are not covered by this warranty.
- The manufacturer will not pay labor to replace material installed with visible defects that could be seen prior to installation. This warranty does not cover the cost of moving furniture, appliances or computers, or other site preparation required for the replacement.
- A difference in color of the floor compared to the sample or photograph are not covered by this warranty. Subtle differences in texture compared to the sample are not covered by this warranty. Production lots will vary and these differences are not considered manufacturing defects.
- The warranty applies only to the initial owner and is non-transferable. The warranty provides a maximum of one replacement floor. The warranty covers only normal household conditions commonly associated with daily household use.

- This warranty does not cover mouldings and trims.
- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by this warranty.

#### How to File a Claim

If you think that there is a defect in your flooring that is covered by this warranty, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the manufacturers invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim.

# CAMARILLO 10 YEAR MODERATE COMMERCIAL TRAFFIC WEAR WARRANTY

Applies to Camarillo and Camarillo Plus (560-XXX, 561-XXX)

The manufacturer warrants that this product:

- will not wear through, where “wear through” means the complete loss of wear layer so that the printed pattern changes over a minimum of 3% of the total installation.
- will be free from manufacturing defects.

The following remedies are available to you if the floor fails to perform according to the warranty:

- During the first year following installation, the manufacturer will at its option (i) repair the floor to conform to the warranty or (ii) replace without charge the affected area with another floor of equal value and quality. If the floor was professionally installed by a flooring contractor, the manufacturer will also pay reasonable replacement labor costs.
- After the first year, the manufacturer will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for material only (no labor) based on the following schedule:
  - During the second year: 90% credit
  - During the third year: 80% credit
  - During the fourth year: 70% credit
  - During the fifth year: 60% credit
  - During the sixth year: 50% credit
  - During the seventh year: 40% credit
  - During the eighth year: 30% credit
  - During the ninth year: 20% credit
  - During the tenth year: 10% credit

## Conditions and Limitations

- The product must be properly installed according to the manufacturers’ installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited to improper adhesives, inadequate subfloor, and improper subfloor preparation. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. See full installation instructions for this product.
- The product is not to be installed in areas that experience temperature extremes greater than 150°F(65°C) or beyond -40°F (-40°C).
- Excessive subfloor cracking and movement can cause the floor to crack. The manufacturer cannot be responsible for damage from an unstable or deteriorating subfloor.
- Applies only to material sold as first quality.
- Does not cover loss of gloss or dulling of the surface.
- Scuffs, scratches and gouges are not covered by the warranty.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads is not covered by the warranty.
- Discoloration from heat, light, mold or alkali are not covered by the warranty.
- Problems resulting from excessive moisture in the subfloor are not covered by this warranty.
- The manufacturer will not pay labor to replace material installed with visible defects that could be seen prior to installation. This warranty does not cover the cost of moving furniture, appliances or computers or other site preparation required for a replacement.
- A difference in color of the floor compared to the sample or photograph are not covered by this warranty. Subtle differences in texture compared to the sample are not covered by this warranty. Production lots will vary and these differences are not considered manufacturing defects.
- The warranty applies only to the initial owner and is non-transferable. The warranty provides a maximum of one replacement floor.
- This warranty does not cover mouldings and trims.

- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by this warranty.

#### How to File a Claim

If you think that there is a defect in your flooring that is covered by this warranty, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the manufacturers invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim.