

OUR WARRANTY



LIMITED LIFETIME RESIDENTIAL WARRANTY AND 15-YEAR COMMERCIAL WARRANTY

Our Limited Warranty for Drop & Done®, Flexiplank, Tile & Done® EZFit®, EZGrip® and EZTile® means that your floor will be free of manufacturing defects and will not wear through when installed and maintained as per instructions. This guarantee applies only to the original purchaser and proof-of-purchase is required for all claims.

The guarantee is for replacement or refund of the vinyl planks only, no labour. Normal wear-and-tear is not covered by this warranty. Claims for wear must show a worn out area minimum the size of a dime.

WARNING: THE WARRANTY IS NULL AND VOID IF A FINISH IS APPLIED ON THE PRODUCT

Adhesive tape applied to the surface of our products may cause damage or discoloration. Since we do not have any control over the manufacturing of such products we cannot warranty against any damage caused by their use.

Some items not covered by our warranty include:

- Faulty installation.
- Use of abrasives on the flooring.
- Use of inappropriate cleaners, waxes and finishes.
- High-heeled shoes, rolling carts, furniture and chairs without protective pads which can damage the floor.
- Pet activities such as scratches or chew marks.
- Wheel chair scratches caused by non-rubberized wheels.
- Flooring which has been damaged due to contamination from drywall sanding.
- Installing product before acclimatizing.
- Use of the flooring in unheated areas such as sunrooms, cabins, RVs and boats.
- Inappropriate site conditions.
- Differences due to the installation of mixed production lots (which should have been checked before installation).

This list is not meant to be complete; however it is indicative of common claims which are not applicable for warranty coverage.

CONTACT FOR CLAIMS

In the unlikely situation that the consumer may need to present a claim, they should contact the dealer from whom they purchased the flooring. The dealer should follow the procedures included in this package.

