

LIMITED WARRANTY FOR Vinyl Flooring PRODUCT

1. WARRANTY COVERAGE

Green Craft ("Manufacturer") warrants to the original purchaser ("Purchaser") of the Vinyl Flooring product ("Product") that, under normal residential or light commercial use and subject to the terms and conditions set forth in this Limited Warranty, the Product will be free from

- Manufacturing defects,
- The surface of the floor is waterproof* and the planks will not swell significantly from exposure to water due to wet mopping and everyday household spills.
- Resist stains from common household products, excluding permanent markers, permanent dyes and finishing stains.
- Resist wearing through the wear layer under normal household conditions**.
- The Vinyl layer of the floor plank or tile will not indent from normal uses of the product. Vinyl layer indentation is defined as a visual impression that can be measured greater than 0.080" (2mm) from everyday household drops of no more than 72" (1.8m) from the floor.
- Vinyl Flooring will resist scratching and stains from all domestic pets (cats or dogs), including stains from vomit, urine, or feces.

The warranty is effective for a period of **twenty five (25) years** from the date of original purchase ("Warranty Period") for residential use and **five (5) years** from the date of original purchase ("Warranty Period") for light commercial use.

* The Waterproof Warranty applies to the Home Expressions LVT product itself and does not extend to damage of the subfloor or adhesives. The warranty refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product and does not cover flooding or intentional damage or misuse.

**Wearing-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss change is not considered wear and is not covered by this warranty.

2. WARRANTY LIMITATIONS

This Limited Warranty is subject to the following limitations:

- **Original Purchaser Only:** This Limited Warranty extends only to the original Purchaser and is non-transferable. Any sale, assignment, or other transfer of the Product or the property where the Product is installed will immediately terminate this Limited Warranty.
- **Non-Transferability:** This warranty does not pass to subsequent owners of the property or any other party.
- **Residential and Light Commercial Use:** This Limited Warranty covers normal residential or light commercial use only. Heavy commercial or industrial use is not covered.

3. EXCLUSIONS AND CONDITIONS

This Limited Warranty does not cover:

- Building Settling or Uneven Subfloor — Building settling or uneven subfloors are considered part of the pre-installation inspection process. Do not install the purchased Flooring if these conditions exist. The limited warranties do not cover damage or defects caused by settling or uneven subfloors.
- Damage caused by improper installation, improper maintenance, or failure to follow the Manufacturer's care and maintenance instructions.
- Refinishing - While the factory finish of the Vinyl Floor may be refinished, doing so will void the Finish warranty
- Damage resulting from abnormal use, abuse, exposure to moisture, flooding, fire, excessive heat, or natural disasters.
 - "Abnormal use or conditions" includes but is not limited to damage from plumbing or appliance leaks, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence or improper alterations of the original manufactured product.
 - "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Vinyl Flooring in a residential or light commercial environment. These warranties apply only to indoor installations of flooring in dry and climate controlled conditions. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with casters must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective caster cups³
- Damage caused by misuse, abuse, impact, negligence, or alterations to the Product.
- Normal wear and tear, including fading, discoloration, or scratches.
- Damage from installation over radiant heat systems or improper subfloor conditions.
- The Waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements or anything not related to Vinyl Flooring. Any damage resulting from mold and mildew growth is not covered under the Waterproof warranty.
- For pet related issues, clean any affected area immediately. Any scratching and/or staining resulting from urine, feces, or vomit from anything other than a domestic pet (cats or dogs) is not covered under these warranties.
- These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products).
- These warranties do not apply to gaps that are 1/16inch or less (1.57mm), which is not a failure of the locking system.
- These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions related to water or moisture originating below the floor.

- Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.
- Scratches and marks that are damaged by improperly fitting doors are not covered by the warranty.
- TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE— INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. WOOD & STYLE WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.
- THESE LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF WOOD & STYLE.

4. CLAIMS PROCESS

To make a claim under this Limited Warranty, the Purchaser must notify Wood & Style in writing within **thirty (30) days** of discovering the defect and provide proof of purchase. The Manufacturer or Wood & Style may request additional information, including photographs, inspection of the Product, or third party inspection report.

5. REMEDY

If a defect covered by this Limited Warranty is confirmed, the Retailer or Manufacturer will, at its sole discretion, either:

- Repair the defective portion of the Product, or
- Replace the defective portion of the Product with a product of equal value, or
- Refund the original purchase price of the defective portion of the Product.

Note: **No labor costs** associated with the removal, replacement, or reinstallation of the Product will be covered under this Warranty.

6. LIMITATION OF LIABILITY

TO THE EXTENT PERMITTED BY LAW, THE MANUFACTURER'S LIABILITY UNDER THIS LIMITED WARRANTY IS LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND SET FORTH ABOVE. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES ARISING FROM THE USE OR INABILITY TO

USE THE PRODUCT, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. DISCLAIMER OF IMPLIED WARRANTIES

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED OR LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

8. GOVERNING LAW

This Limited Warranty shall be governed by and construed in accordance with the laws of the state in which the Product was purchased, without regard to conflict of law principles.

Light Commercial Application Chart

Commercial Building Type	Example of Commercial Business Type	Recommended Application Area
HEALTHCARE	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
RETAIL	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms, including Common Areas
HOSPITALITY	Hotel, Motel, Restaurants	Hallways (excluding Commercial Kitchens)
EDUCATION	Daycare, Preschool, Elementary, Secondary Learning, Universities, Libraries	Dorms, Common Areas. Cafeterias, Auditoriums, Libraries (excluding Gymnasiums)