



SPC FLOORING LIFETIME WARRANTY

STONE MOUNTAIN COLLECTION

LIFETIME RESIDENTIAL WARRANTY FOR SPC FLOORING

Will not wear through.

Will be free of manufacturing defects.

Will not rip or tear from normal household use. (If Properly Protected)

Will not permanently indent from normal household use. (If properly Protected)

Will not discolor from the bottom-up from the underlayment panels, as well as mold, mildew or alkali.

Wear through is defined as loss of the floor design due to normal household use. We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

COMMERCIAL INSTALLATIONS REQUIRE PRIOR APPROVAL FROM STONEWOOD FLOORS TO BE ELIGIBLE FOR THE 10 YEAR LIMITED WARRANTY

For commercial installations (example: common areas in multi-unit dwellings and low traffic retail shops) the product is warranted to be free from manufacturing defects for 10 years from the date of purchase. If a defect covered by this warranty is reported in writing to STONEWOOD FLOORS within 90 days of purchase, STONEWOOD FLOORS will supply new material of the same or similar grade sufficient to repair or replace the defective material.

LIMITED WATERPROOF WARRANTY

The floor plank is warranted to be waterproof and the structural integrity of the floor plank 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 or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). STONEWOOD FLOORS moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor.

This Limited Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowner's insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure, other casualty events and/or damage caused by steam cleaning.

The Limited Waterproof Warranty does not cover:

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor, heating elements, or anything that is not the floor plank.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.

WHAT IS NOT COVERED BY THESE WARRANTIES

- This warranty covers material replacement only. Labor will not be considered.
- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects. When vacuuming, we recommend using the wand attachment on your vacuum.
- Damage cause by rolling caster wheels
- Heavy furniture must have protection (cups) under the legs to protect the flooring from damage. This type of damage is not warranted.
- Loss of gloss/scratching.
- Dulling or fading of the finish may occur over time, depending on the amount of traffic, ultraviolet (sun light) light, & excessive

or improper care and maintenance the floor may receive.

- 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 light commercial).
- Installation-related errors or damage including improper conditioning of job-site and flooring materials. Construction damage after installation.
- Floors damaged by excessive moisture from sources such as flooding and water leakage. Installation defects.
- Gluing down the product. 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.
- Steam cleaning any vinyl plank floor will void the warranty. The heat produced by the cleaning device may damage the vinyl, causing it to warp, bend, delaminate or dull the finish.

WHAT IS EXCLUDED FROM THESE WARRANTIES?

No retailer, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties. We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased. To the extent permitted by law and for all non-consumer products, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.

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.

These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

INSTALLATION REQUIREMENTS:

Proper installation plays a key role in the performance of SPC floors. For installation of SPC vinyl plank, these basic guidelines should be followed: Store planks for 48 hours in room where they will be installed. Keep room at a minimum of 65°F during that time and during installation. After installation, temperature should not fall below 65°F for the first 48 hours, and not below 55°F after that. The subfloor must be level (3/16” in a Ten (10) foot radius), clean, and free of wax, grease, oil or dust.

If necessary, patch or fill any cracks in the subfloor with patch, or latex underlayment. Use embossing leveler to smooth any texture or embossing on the old floor. Install over smooth, well-bonded resilient floors or over dry concrete and wood floors with a plywood overlay.

This limited product warranty does not cover any product installed with visible defects. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.

WARRANTY OWNER

This warranty applies only to Professionally Installed installations. This warranty extends only to the original end user and is not transferable.

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.

STONEWOOD FLOORS will require the flooring receipt in order to verify date and proof of purchase to resolve any problems that may occur. For professionally installed floors, the original receipt for installation labor may also be required.