



Lions Floor

Lions Floor Product Warranty

Lions Floor Resilient WPC/SPC Limited Warranty

Lions Floor provides limited warranty for its WPC/SPC floor products to original end use purchasers only. The warranty period begins from the date of purchase, which covers manufacturing defects, wear, loss of original pattern or color, limited structural defects and waterproof.

Pre-Installation

Lions Floor warrants that its WPC/SPC floor products are free of visual defects. End use purchasers or installers shall carefully inspect each piece before installation. Products that appear to have visual defects shall not be installed. Lions Floor's warranty does not cover any products installed with visual defects.

Installation & Maintenance

Lions Floor products must be installed in accordance with Lions Floor's Installations and Maintenance Guide. Lions Floor's warranty does not cover any defect caused by improper installation or maintenance. The Installation & Maintenance Guide is available at <https://www.lionsfloor.com>.

Warranty Period

Residential

This limited warranty for residential use is valid for 50 years.

Commercial

This limited warranty for commercial use is valid for 10 years.

Coverage

- ***Manufacturing Defects*** – Lions Floor warrants that the floor plank or tile will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, loss of original pattern or color and edging curling.
- ***Wear*** – The vinyl layer of the floor plank is warranted not to wear through under normal residential or light commercial use during the period of this warranty. Gloss reduction, scratches and dents in the finish are not considered surface wear and are not covered under the warranty. Wear through is defined as wear due to light to moderate foot traffic will not wear through to the pattern layer of the product.



Lions Floor

Lions Floor Product Warranty

- **Limited Structural Warranty** – Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Limited Structure Warranty.
- **Limited Waterproof Warranty** – This warranty covers only topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). All sources of subfloor moisture must be removed and remedied prior to the installation of any WPC/SPC products. If end use purchasers follow the Installation & Maintenance Guide in installing and maintaining the products, Lions Floor warrants that its WPC/SPC products will not swell, cup, buckle or lose integrity due to:
 - Normal cleaning maintenance in accordance with Installation & Maintenance Guide;
 - Moisture due to everyday household spills.

PLEASE BE ADVISED THAT while moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur - particularly if the moisture problem remains undiscovered or unaddressed. In such situation, the excessive moisture levels such as standing water or flooding can cause the ends and/or sides of the product to lift/flare due to the vapor pressure from underneath and Lions Products will not act as waterproof barrier for the subfloor and/or surrounding structure. Any damage from excessive moisture levels such as standing water or flooding is **NOT** covered by this warranty.

Terms for Warranty

- **Within One Year** – If a defect covered by this limited warranty is reported to the merchant from which the floor was purchased in writing by the original end use purchaser within one year of the purchase, Lions Floor will supply new flooring material of similar color, pattern and quality to replace the defective area. Lions Floor will also pay reasonable labor costs as long as professional installation was paid for when the floor was originally installed.
- **Within Two Years** – If a defect covered by this limited warranty is reported to the merchant from which the floor was purchased in writing by the original end use purchaser after one year but within two years of the purchase, Lions Floor will supply new flooring material of similar color, pattern and quality to replace the defective area. Lions Floor will also pay fifty percent (50%) of reasonable labor costs as long as professional installation was paid for when the floor was originally installed.



Lions Floor

Lions Floor Product Warranty

- *After Two Years* – If a defect covered by this limited warranty is reported to the merchant from which the floor was purchased in writing by the original end use purchaser after two years but within the warranty period set forth above, Lions Floor will supply new flooring material of similar color, pattern and quality to replace the defective area. Lions Floor will not pay any labor costs.

Exclusion From Limited Warranty

This Limited Warranty does not cover:

- Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded “irregular” or sold “as is” without warranty.
- Installation defects due to installations or maintenance not following The Installation & Maintenance Guide.
- Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline or hydrostatic pressure from the subfloor.
- Damage to floor caused by flooring that is installed using the glue down method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C).
- Damage caused by chemically reactive material, adhesive or tape, dye, mold, stains, spillage, burns, gouges, scratches, indentations, accidents, abuse or any harsh scouring pads while buffing.
- Damage due to U.V. light and thermal heat sources or damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperatures above those specified in the product specific installation instructions.
- Squeaking, popping or crackling.

Warranty Owner

This limited warranty extends only to the original end use purchasers and is non-transferrable. Lions Floor shall not be liable to any consumer or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied warranty. Any loss, expense, or damage other than the Flooring itself including without limitation expenses incurred by demolition, installation, replacement that result from a defect in the flooring are not included under this limited warranty. The only available remedies contained herein are breach of warranty.



Lions Floor

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None of our installers, retailers, distributors or employees has the authority to alter or modify or change any of the obligations, limitations, disclaimers, exclusions or durations under this limited warranty.

Any implied warranties of Lions Floor products are limited to the duration of this limited warranty. In the states that do not allow exclusion or limitation of implied warranties, the above limitation period does not apply in those states. This warranty provides original end use purchasers specific legal rights, which may vary from state to state.

If a defect covered by this Limited Warranty is found within the warranty period, upon verification of the defect, Lions Floor will authorize repair or replacement of the affected area without charge, with flooring of equal value and/or quality.

Claim Procedure

Should a defect covered under this limited warranty be discovered, the original end use purchaser must contact Lions Floor retailers who sold the defective flooring. The Lions Floor retailer will be able to file the claim with Lions Floor for you.

If you are unable to contact your retailer or do not receive a response from your retailer, you may describe in detail all problems in a letter and mail it to:

Lions Floor Services
9435 Sorensen Ave
Santa Fe Springs, CA 90670

Please be advised that Lions Floor requires the original receipt to verify date and proof of purchase to resolve any problems addressed in the letter.

Thanks for choosing Lions Floor.

