

METROFLOR LVT

Flexible LVT by METROFLOR™

LIMITED WARRANTY GLUE-DOWN COLLECTIONS

Effective: September 15, 2023

PRODUCTS & COVERAGE

Metroflor warrants that its Metroflor LVT™ glue-down flooring will be free from manufacturing defects and, under normal use and maintenance, will not Wear, Fade, or Stain resulting in loss of original pattern and color, for a specified length of time from the date of purchase as set forth in the "Warranty Coverage / Periods" chart. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the **Metroflor LVT Dryback Professional Installation Manual**.

PRE-INSTALLATION

Metroflor warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Metroflor will not be responsible for any claim for flooring installed with visual defects.

INSTALLATION

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, and only if the flooring was installed using a Prevail™ adhesive. The use of any other adhesive during installation will void the warranty if problems/issues arise as a result of the use of an adhesive other than a Prevail adhesive. Please refer to the current **Metroflor LVT Dryback Professional Installation Manual** for the type(s) of Prevail adhesive(s) that should be used during installation. All other instructions contained in the current manual must be followed when installing Metroflor LVT flooring, or this warranty will be voided. Please visit www.metroflor.com for the current manual.

REPLACEMENT/REPAIRS

Metroflor reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Metroflor repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Metroflor repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact Metroflor Customer Service at (888) 235-6672. Metroflor reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

DEFINITIONS/TO BE COVERED

- "Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.
- "Fade" must be to the degree that the floor is permanently discolored.
- "Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.

EXCLUSIONS

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness or irregularities. Refer to the **Metroflor LVT Dryback Professional Installation Manual** for more details.
- Damage caused by fire, smoke, burns, abuse, flooding, moisture, mold or mildew, spills, scratches, abrasive scouring pads, scuffing, staining (from causes not covered by the terms of this warranty), construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or "as is".

WARRANTY COVERAGE / PERIODS

Lifetime* Residential / 15-Year Commercial

1. Commonwealth Plank & Tile
2. Savanna Plank & Tile
3. Déjà New
4. Double Take

*With respect to the products above, the terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential use.

25-Year Residential / 8-Year Commercial

1. Cosmopolitan
2. Performer
3. Windsor Tile
4. Burlington Plank Plus
5. Studio Plus
6. Valley Wood

15-Year Residential / 6-Year Commercial

1. Burlington Plank

10-Year Residential / 5-Year Commercial**

1. Metroflor American Plank
2. Express Plank Plus

** For commercial environments such as private offices, common areas in multi-unit dwellings, reception areas and public buildings or businesses which are not subject to frequent or harsh traffic.

EXCLUSIONS (CONT.)

- For certain collections, Ultra-Fresh® has been added to the flooring's top surface to help protect the flooring article by inhibiting the growth of odor and stain-causing mold and mildew. This protection does not extend to surrounding surfaces.
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65°F and 85°F / 18°C and 29°C) at the job site for a minimum of 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature.
- Flooring sold via the internet - all products sold via the internet are not covered per the warranty periods set out above, but rather come with a 1-year warranty only against manufacturing defect, Wear, Fade, and Stain, as defined herein.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, express or implied. Please keep your receipt or obtain it from the original purchaser. Metroflor requires the receipt in order to verify date of purchase to help resolve any problems.

CARE & MAINTENANCE

Instructions for the care and maintenance of Metroflor flooring can be found in the **Metroflor LVT Dryback Professional Installation Manual**, and in the **Metroflor Care & Maintenance Guide**. The current versions of these documents can be found at www.metroflor.com.

Please direct any questions regarding care and maintenance to Metroflor Customer Service at (888) 235-6672.

WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

Claims under this Limited Warranty must be made in writing to the following address:

Warranty Department
Metroflor Corporation
119 Thomas Street
Calhoun, GA 30701

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For further information, please call Metroflor Customer Service at (888) 235-6672, or visit our website at www.metroflor.com.