



LIMITED LIFETIME RESIDENTIAL WEAR LAYER LIMITED WARRANTY: TP Brands International provides a Limited Lifetime Warranty that the finish layer of Engineered Vinyl will not wear through. Wear Through is defined as surface that has been worn to such an extent as to expose and damage the core material. This “wear through” must be present in over 5% of the total installation. Should this defect be determined to have occurred, TP Brands will arrange credit, on a pro-rated basis as outlined below. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. TP Brands reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim. This warranty is non-transferable valid to original purchaser only.

LIMITED RESIDENTIAL WEAR LAYER LIMITED WARRANTY: Does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture pads or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
2. Defects caused by extended exposure to UV light and/or direct sunlight
3. Noncompliance with installation instructions and maintenance guidelines as recommended by TP Brands.
4. Floor covering installed in inappropriate locations is excluded from this warranty.

10-YEAR EXCLUSIVE LIGHT/MEDIUM COMMERCIAL WEAR LAYER WARRANTY:

TP Brands International provides a one (10) year Limited Warranty that the finish layer of the Engineered Vinyl will not wear through. Wear Through is defined as surface that has been worn to such an extent as to expose the core material. This “wear through” must be present in over 5% of the total installation. Should this defect be determined to have occurred, TP Brands will arrange credit, on a pro-rated basis as outlined below. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. TP Brands reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim. This warranty is non-transferable valid to original purchaser only and is installed in the following valid commercial areas.

- Hotels: Conference & Meeting rooms, Guest rooms and Lobby.
- Retail Shops: Boutiques, Showrooms (Automobile Showrooms excluded) Hair Salons, Display Areas and Entryways. The use of walkway mats is required.
- Offices: Meeting and Conference rooms, Offices, Break rooms and other meeting areas.
Educational: Classrooms, Common Areas, and Residence Halls.

This 10 year limited light/medium commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to the installation instructions provided. Proper installation includes, but is not limited to the following:
 - a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, and/or a pin probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs. per 1000 sq. ft. in a 24-hour period.

10 -YEAR EXCLUSIVE LIGHT COMMERCIAL H2ZERO PLATINUM WEAR LAYER LIMITED WARRANTY: DOES NOT COVER:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture pads or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
2. Defects caused by extended exposure to UV light and/or direct sunlight
3. Noncompliance with installation instructions and maintenance guidelines as recommended by TP Brands.
4. Floor covering installed in inappropriate locations is excluded from this warranty.

15 - YEAR COMMERCIAL WARRANTY

TP Brands International provides a one (15) year Limited Warranty that the finish layer of the Engineered Vinyl will not wear through. Wear Through is defined as surface that has been worn to such an extent as to expose the core material. This "wear through" must be present in over 5% of the total installation. Should this defect be determined to have occurred, TP Brands will arrange credit, on a pro-rated basis as outlined below. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. TP Brands reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim. This warranty is non-transferable valid to original purchaser only and is installed in the following valid commercial areas.

- Retail: Product Showrooms, Sales Floors (Automobile showrooms not included), Entryways (Walk-off mats required), Hallways Novelty Shops, Hair Salons. •
- Medical Offices: Hallways, Entryways, Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms
- Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby, Entryways (Walk-Off mats required)
- Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms, Hallways, Entryways, Lobby
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, and Residence Halls.

This 15 year Commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to the installation instructions provided. Proper installation includes, but is not limited to the following:
 - a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, and/or a pin probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs. per 1000 sq. ft. in a 24-hour period.

15 -YEAR EXCLUSIVE COMMERCIAL WEAR LAYER LIMITED WARRANTY: DOES NOT COVER:

1. **Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture pads or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.**
2. **Defects caused by extended exposure to UV light and/or direct sunlight**
3. **Noncompliance with installation instructions and maintenance guidelines as recommended by TP Brands.**
4. **Floor covering installed in inappropriate locations is excluded from this warranty.**

LIFETIME LIMITED WATERPROOF WARRANTY

The floor plank or tile is warranted to be 100% waterproof and the integrity of the floor plank will not be significantly reduced by exposure to water for the life of the product. If the floor plank, as a result of exposure to water, is determined to be significantly diminished, TP Brands will arrange a pro-rated credit based on the terms outlined below. As moisture may accumulate in any structure or on the surfaces of many building materials, mold and mildew growth may occur. Damage from mold and mildew is expressly excluded from any part of this warranty. This warranty is not transferable by the purchaser of the floor.

This 10 year limited light/medium commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to the installation instructions provided. Proper installation includes, but is not limited to the following:
 - a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, and/or a pin probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs. per 1000 sq. ft. in a 24-hour period.

LIFETIME LIMITED WATERPROOF WARRANTY DOES NOT COVER:

1. Any other component or structural aspect of the installation site. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Anything that is not the floor plank.
3. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
4. Flooring that is installed outdoors

TERM OF LIMITED WARRANTIES

ALL CLAIMS MUST BE SUBMITTED IN WRITING AND APPROVED BY TP BRANDS.

WITHIN 1 YEAR:

If product is found to be defective, TP Brands will supply replacement products of the same or similar style, size, color, grade and gauge for the area determined to be defective. TP Brands will pay reasonable labor cost if it was professionally installed or will repair the defect. Prior to any action being taken, TP Brands must approve in writing, the cost of labor by a professional installer. TP Brands will pay 100% of approved labor claims within the first year.

YEARS 2 – 3:

Between Year One - Five: Claims on defects of this product, as covered by this warranty, that are reported in writing after YEAR 1, but within 3 years of purchase, TP Brands will arrange a credit based on the original purchase of the product or replace the product. TP Brands will pay 50% of reasonable labor costs.

YEARS 3 -10:

Between Years 5 &10: Claims on defects of this product, as covered by this warranty, that are reported in writing after 3 years but within ten years of purchase, TP Brands will provide a credit based on the original purchase of the product or replace the product. Labor costs are not included.

AFTER 10 YEARS:

Claims that are reported in writing after ten years after purchase date TP Brands will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included

EXCLUSIONS TO LIMITED WARRANTY

Wear from chairs or other furniture without proper floor protectors will void the warranty.

Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence,

Spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.

Sub-floor irregularities can cause premature wear on the luxury vinyl plank wear layer and will void the warranty.

Dissatisfaction due to improper installation or installation contrary to recommendations is not covered by this warranty.

Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are NOT covered by this warranty.

Using non-recommended floor care products may damage the floor and void the warranty.

Purchase of "seconds", "remnants", "mill trials" or other "irregular" (non-first quality) flooring material, or material not part of, or available from TP Brands are not warranted.

The warranty only applies to new installations. This warranty does not apply to any re-install of product.

Dissatisfaction or damages caused by improper installation or maintenance.

Damage resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentation, improper or insufficient maintenance, use of steam cleaners, and lack of proper floor protectors and damages caused by pets. Discoloration due to solvent based polishes; cleaners or use of rubber-backed mats will not be covered. Scratches and Reduction of products gloss is not covered. Fading of flooring that is exposed to direct sunlight for extended periods of time will not be covered.

This limited warranty is made solely to the original purchaser of TP Brands Luxury Vinyl Flooring products and is not transferable under any circumstances. Limited warranty period begins on date of purchase. This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of TP Brands or any other person, is authorized to assume for TP Brands any additional liability or responsibility in connection with TP Brands products.