

# NATURE CRAFT LVT: GLUE DOWN WARRANTY

## **NOTICE:**

Signature recommends that its Luxury Vinyl Tile (LVT) products be professionally installed. If not, no labor costs would be included should there be a valid claim.

The owner is responsible for final inspection of the product before installation. If the owner hires a third party to install the product, the owner is responsible for that party's judgement. Prior to installation, please ensure that the product received is the correct style and color as well as to the customer's satisfaction. If there are any doubts, do not install the flooring and contact Signature Flooring. Signature will not be held responsible for any costs relating to the installation of unsatisfactory or incorrect product. Products already installed will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to exclusions and limitations.

## **OVERVIEW:**

This general warranty or parts thereof are subject to exclusions and limitations.

This warranty applies only to the original purchaser, to product in its original installation, is prorated and is not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by this warranty, the original purchaser must contact Signature Flooring within thirty (30) days of detecting the issue to describe the problem.

Signature reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If the original product is no longer available, Signature may substitute with a reasonably comparable product.

Before installing, the product should be laid out, blending the planks/tiles from several boxes to determine optimum appearance. Signature is not responsible for labor costs to replace visibly defective product after installation.

No person other than a Signature claims department representative is authorized to accept or refuse a warranty claim. No person is authorized to waive or modify the terms of this warranty. Signature reserves the right to designate a representative to inspect the flooring and remove samples for analysis prior to accepting or refusing any claim. No repairs, except for urgent ones, may be made until after such inspection or until Signature indicates that such inspection is not required.

## **INSTALLATION:**

This limited warranty covers products and reasonable labor costs (as determined by Signature, at its sole discretion) provided a professional installer was used and paid when the product was originally installed, and provided further that such product was installed in accordance with Signature installation instructions using Signature installation sundries.

These instructions can be obtained by contacting Signature Flooring or by visiting Signature's website at [www.signatureflooring.com](http://www.signatureflooring.com)

## REPLACEMENT & REPAIR:

Signature reserves the right to repair any product or use its own installer to replace it. If Signature repairs or replaces a product as a result of a warranty claim, the consumer is required to remove, store and replace all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are the consumer's responsibility. Signature recommends that appropriate replacement stock of the product be kept if needed for future repair or replacement.

If a defect covered by this warranty appears during the warranty period, Signature will, at its sole discretion, repair or replace the defective product is warranted for the remainder of the original warranty period.

## WARRANTY COVERAGE

### LIGHT COMMERCIAL:

Light Commercial warranties apply to dry, commercial areas that experience foot traffic only (no rolling loads).

1. **MANUFACTURING DEFECTS:** Signature warrants to the original purchaser that, if properly installed, the product will remain free of manufacturing defects for the indicated period of time specified in this document, starting from the date of the original purchase. The product is manufactured according to the floor covering industry's standards and tolerances in quality variation. This warranty is subject to exclusions and limitations.
2. **WEAR:** Signature warrants to the original purchaser that, if properly installed and maintained, the product will not wear, stain, or fade from normal use for the indicated period time as specified in the "Applicability" section of this document, starting from the date of the original purchase. This warranty is subject to exclusions and limitations.
  - a. Definitions:
    - i. "Wear" must be through the wear layer to the degree that the printed pattern is altered over an area greater than 2 square inches. Loss of Gloss or texture is not considered wear.

## LIMITATIONS, TERMS & CONDITIONS:

For any questions regarding the warranty information, the consumer may contact Signature Flooring. The following limitations, terms and conditions apply to this warranty:

1. **Installation:** Failure to follow provided installation instructions may void the warranty. Damage resulting from improper storage, handling or installation is not covered by this warranty as well as damage resulting from poor or defective workmanship. The products must never be installed outdoors. Cabinets or kitchen islands must not be installed on floating floors.
2. **Visible defects:** Before and during installation, the product must be inspected under sufficient lighting to detect any visible defects. Under no circumstance should defective products be installed. Signature will not be held liable for labor costs related to the removal of these defective products. Any defective product must be put aside and the retailer must be informed in writing within thirty (30) days, after which no further claim will be accepted. Signature reserves the right

to refuse a claim if the percentage of the defective product is less than 5% of total install. Color and gloss variations resulting from adding products to an existing installation are not covered by this warranty.

3. **Abnormal use:** This warranty does not cover products that have been put through abnormal use or conditions or abused in any way, This includes, but is not limited to, damage from falling objects, damage caused by dragging objects or furniture, neglect, high heel shoes, pebbles or abrasive materials, and improper maintenance. To prevent such damage, any spill should be wiped up immediately, pet's nails should be kept trimmed, floor protectors should be installed under the legs of the furniture and suitable mats should be used at all entryways.
4. **Accidents and natural disasters:** This warranty does not cover any accidental damage to the product or any natural disasters that may damage the flooring. This includes, but is not limited to, damage from fire and smoke, floods, earthquakes, storms, broken pipes or any other plumbing-related failures.
5. **Climate:** This warranty does not cover damage to the product resulting from exposure to extreme heat or cold nor from extremely humid or dry conditions. Exposure to such conditions will void this warranty. Temperature levels must be maintained between 55° F and 85° F (12.8° C and 29.4° C) at all times. Flooring must be protected from direct sunlight exposure. Signature recommends using UV protective film, blinds or curtains in all windows that provide direct sunlight to ensure that the products are not overheated. Floor coverings exposed to excessive heat are subject to thermal expansion which may lead to buckling or peaking. Signature will not be held liable for any claims or damages arising out of or related to the failure of the installation when the flooring is exposed to direct sunlight.
6. **Subfloor and underlayment:** Problems resulting from improper subfloors or underlayment may void this warranty. Damages or noise (squeaking) resulting from excessive subfloor deflection, improper joist assembly, irregular subfloor or subfloors with voids are not covered by this warranty. This warranty does not cover damage from water or moisture trapped underneath the floor. Humidity tests on wooden and concrete subfloors must be undertaken before installing the product. The maximum allowable humidity level for a wooden subfloor is 14% using a proper moisture meter. Concrete subfloors shall have a minimum compressive strength of 3500 psi. Moisture vapor emission rate should not exceed 5 lb/1000 sq. ft. (2.27 kg/92.9 sq. m)/24 hours per ASTM F1869. When using the ASTM F2170 test method, the internal relative humidity should not exceed 80%, and the pH level should be between 7 and 9.
7. **Care and maintenance:** Failure to properly maintain and care for the product may result in voiding this warranty. Cleaning with inappropriate cleaners will void this warranty. The product must never be waxed nor polished. Surface scratches are not covered by this warranty.
8. **Second quality and clear-outs:** Only first quality goods are covered by this warranty. Product sold as second quality or as part of a promotion is considered sold "AS IS" and is not covered by this warranty.

## WARRANTY PRORATION

Unless otherwise noted, all warranties are prorated.

<b>1<sup>st</sup> Year</b>	<b>100% Material</b>	<b>Up to 100% Labor</b>
<b>2<sup>nd</sup> – 5<sup>th</sup> Year</b>	<b>100% Material</b>	<b>Up to 50% Labor</b>
<b>6<sup>th</sup> – 10<sup>th</sup> Year</b>	<b>100% Material</b>	<b>0% Labor</b>

**LIMITATION OF IMPLIED WARRANTY:**

TO THE EXTENT PERMITTED BY LAW, ALL WARRANTIES (EXPRESSED OR IMPLIED) OTHER THAN OUR LIMITED WARRANTIES ARE DISCLAIMED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE INCLUDING ACTS OF GOD/FORCE MAJEURE, ACTS OF TERRORISM, DAMAGE CAUSED BY VERMIN, INSECT INFESTATION, FIRE, FLOOD OR ANY OTHER ACT OR CIRCUMSTANCE BEYOND REASONABLE CONTROL.

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. SIGNATURE EXCLUDES ANY LIABILITY FOR LOST PROFITS, INCONVENIENCE, OR ANY OTHER INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. REPLACEMENT OF AFFECTED FLOORING WITH SIMILAR STYLE AND COLOR IS THE FULL EXTENT OF SIGNATURE OBLIGATION UNDER OUR LIMITED WARRANTIES.

IN NO EVENT SHALL SIGNATURE BE LIABLE FOR INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, NO MATTER THE CAUSE. SOME STATES DO NOT ALLOW LIMITATIONS OR DISCLAIMERS AS TO IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR DISCLAIMERS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW LIMITATIONS ON THE TIME AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

**How to Make a Claim:**

Any claim made under any of these limited warranties must be made by contacting your dealer or Signature Flooring within 30 days after the basis of the claim is detected. In addition, any claim under any of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim. The original purchaser should notify the authorized dealer and/or your sales representative and submit in writing, the following:

1. A valid proof of purchase in the form of a sales receipt or other document, which establishes proof of purchase.
2. A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem. Send to Signature, 2222 S Hamilton Street, Dalton, GA 30721. Signature will designate a representative to inspect the product in question and evaluate the warranty claim.