

## REAL APPEAL LVT: LOOSE LAY LVT WARRANTY

This document details coverage and limitations for the 10 Year Limited Commercial Warranty for Signature's Real Appeal Loose Lay LVT product when used in commercial applications.

### **10 YEAR LIMITED COMMERCIAL WARRANTY INCLUDES:**

- Wear
- Waterproof
- Manufacturing Defects

### **10 YEAR LIMITED COMMERCIAL WEAR WARRANTY:**

Signature warrants that the wear layer of the Loose Lay LVT flooring will not wear through under normal commercial use for a period of (10) ten years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through over a minimum of 3% of the total installation. Surface scratches and gloss reduction are not considered surface wear. This warranty is nontransferable and applies only to the original purchaser.

Commercial warranty applies to the following areas:

- Retail Areas: Product Display Areas, Sales Floors, Novelty Shops, Boutiques, Showrooms, Hair Salons, Hallways, Entryways (non-staining walk-off mats are required)
- Medical Offices: Waiting Rooms, Patient Rooms, Exam Rooms, Storage Rooms, Hallways, Entryways (non-staining walk-off mats are required)
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residence Halls, Hallways
- Hotels: Guest Rooms & connected Lavatory\*, Meeting Rooms, Conference Rooms, Lobby
- Offices: Offices, Meeting Rooms, Conference Rooms, Break Rooms, Showrooms
- Restaurants: Dining area, Hallways, Banquet room
- Rental units, leased properties, and apartments

**NOTE: Areas with extreme amounts of rolling traffic may perform better installing the product using the glue down method. Should you have questions or concerns with these areas please consult your Signature representative or Technical Services.**

**\*When installing in a bathroom, laundry room, or other area with frequent water usage, it is recommended that any gap be filled with a silicone caulk. This will lower the possibility of the water traveling under the floating floor and help to reduce the bacterial growth and problems associated with it.**

Any moisture related testing (i.e. calcium chloride, relative humidity and pH) is not the responsibility of Signature and all issues related to moisture, including any LVT related issues, are excluded from this warranty.

All installations require estimating additional material, due to trimming and culling of material (overages occur). This overage then becomes what is commonly referred to as "Attic Stock". It is recommended that the end user keep attic stock in the event their installation requires additional service.

## **10 YEAR LIMITED COMMERCIAL WEAR WARRANTY DOES NOT COVER:**

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, chemicals, stains, spills, accidents, lack of proper furniture rests, such as chair pads, rolling and/or non-foot traffic, or any intentional misuse of the product, including harsh scouring pads while buffing
2. Damage caused by rolling loads, casters or wheelchairs (motorized and non-moisturized). Chairs or other furniture not using proper floor protectors. NOTE: Office chairs require hard surface chair pads
3. Changes to sheen/gloss levels in high traffic areas. NOTE: Loss of finish gloss over time is consistent with normal wear and tear and is not a product defect
4. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing defect
5. Differences in color and texture from plank to plank within the carton
6. Shade and texture variances associated with different batch number and production dates. NOTE: Prior to installation with the area having good lighting, verify the product is an acceptable match. Blending different batches as a last option in a well-mixed manner will help reduce the visibility of these variances.
7. Signature makes no guarantee that Loose Lay LVT product will match or coordinate with customer furnishings, trim, cabinetry, railings, etc
8. Noncompliance with installation instructions and maintenance guidelines as recommended by Signature. Signature cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation, as Signature has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension, the installer should not use this piece.
9. Installing over improper surfaces such as floor with excessive deflection, soft floors, floating floors, improperly prepared surfaces, carpet, etc. Improper radiant heating system is not approved for resilient flooring
10. Mold, mildew, bacteria, or any uses due to high moisture, weather conditions or problems associated with these conditions
11. Damages caused by fire, natural disaster, accidents, cleaning agents, negligence, steam mopping, and improper maintenance
12. Stairway treads and risers are not warranted due to the type of traffic they are exposed to.
13. Problems relating to installation issues are not manufacturing related.
14. Problems associated with adhesives including but not limited to improper application, bubbling, curling, crowning, joint separation, plasticizing, releasing, etc.

15. Environments that are not temperature controlled per Signature's Installation Guidelines.
16. Cracking, chipping, warping, soiling, fading, improper maintenance or abuse caused by items such as high heels, roller skates, golf shoes (rigid or metal) and/or pets.
17. Noises of all types (creaks, squeaks, etc.) emanating from the floor and/or subfloor.
18. Loose Lay LVT products that are installed in inappropriate locations are excluded from this warranty.
19. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
20. Damage to floor caused by flooring that is installed using the loose lay method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperature below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.
21. Incidental or consequential damages not attributed to workmanship or manufacturing related conditions.

## **10 YEAR LIMITED COMMERCIAL WATERPROOF WARRANTY**

Loose Lay LVT is warranted to be 100% waterproof against failure to the structural integrity of the Luxury Vinyl Tile. Included Signature warrants the product will not be significantly diminished by exposure to water for a period of (10) ten years from the date of purchase. NOTE: when excessive moisture accumulates in any structure as well as materials used in the construction of the building, bacteria can occur as well as increase (particularly if the moisture problem remains undiscovered or unaddressed). Signature Waterproof Warranty excludes damage resulting from bacterial growth due to prolonged exposure to moisture. If the Luxury Vinyl Tile is structurally compromised, resulting from extended exposure to water, Signature will arrange a pro-rated credit based on the terms included above in the Material & Labor Proration Commercial 10-year proration warranty. 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 the floor and failures normally covered by insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

## **10 YEAR LIMITED COMMERCIAL WATERPROOF WARRANTY DOES NOT COVER:**

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything other than the Luxury Vinyl Tile.
2. Damage resulting from bacterial growth due to prolonged exposure to moisture.
3. Flooring that is exposed or installed in exterior applications.

## 10 YEAR LIMITED COMMERCIAL MANUFACTURING DEFECT WARRANTY

Signature’s Loose Lay LVT flooring is warranted to be free from manufacturing or material defects for a period of (10) ten years from the date of purchase.

Should a manufacturing related condition occur it will be necessary to provide the original receipt of purchase. Signature will credit the original purchase price of the product (if found valid). If the manufacturing condition develops after the product has been installed, Signature will credit “reasonable” labor cost (providing the product was installed by a professional installer). This warranty is not transferable. Signature’s warranty and liability does not extend beyond the flooring material and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks at the sole option of Signature. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

|  |                      |                         |
|--|----------------------|-------------------------|
| <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>         |

**Within One Year:** Any claims on defects for this product as covered by this warranty that are reported in writing to Signature within one year of purchase, Signature will supply new material of the same or similar grade sufficient to repair or replace the defective product. As determined solely by Signature, all reasonable labor costs are included. Signature may, at its sole option, arrange a proportional credit based on the original purchase of the defective product and including reasonable labor costs as determined solely by Signature.

**Between One and Five Years:** Any claims on defects for this product as covered by this warranty that are reported in writing to Signature between one and five years of purchase, Signature will supply new material of the same or similar grade sufficient to repair or replace the defective product. As determined solely by Signature, 50% of reasonable labor costs are included. Signature may, at its sole option, arrange a proportional credit based on the original purchase of the defective product and including 50% of reasonable labor costs as determined solely by Signature.

**Between Year Five and Ten Years:** Any claims on defects for this product as covered by this warranty that are reported in writing to Signature between five and ten years of purchase, Signature will supply new material of the same or similar grade sufficient to repair or replace the defective product. Labor costs are not included. Signature may, at its sole option, arrange a proportional credit based on the original purchase of the defective product.

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE

EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties, Signature means those that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

**How to Make a Claim:**

Any claim made under any of these limited warranties must be made by contacting your dealer 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.