

# Rigid Pro Plus Plank Warranty

**Manufacturing Defects.** We warrant that this product is free from manufacturing defects, and will replace or repair any defective planks at no cost to you, subject to the provisions in this document.

**Lifetime Exclusive Structural Warranty.** We will replace or repair any defective plank that delaminates (separates due to poor bonding) beyond at no cost to you for as long as you own your home, subject to the provisions in this document. **Any obvious defects installed, are the responsibility of the person installing the floor, and would not be covered by this warranty.**

**20mil wear layer- Limited Lifetime Warranty/10- Year Light Commercial Warranty:**

## **Definition of Limited Lifetime Warranty:**

**Within One Year:** Full credit for defective material/100 percent of reasonable labor costs for replacement of the defective material.

**Within Three Years:** Full credit for defective material/50 percent of reasonable labor costs for the replacement of the defective material.

**After Three Years:** Full credit for defective material/No labor reimbursement.

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, Rigid Pro Plus reserves the right to inspect the flooring and to remove a sample for analysis, if necessary.

limited warranties are valid provided flooring is installed and maintained in accordance with installation and maintenance guidelines provided. Rigid Pro Plus reserves the right to deny applicable replacement labor charges if original flooring was not installed by a professional flooring installer.

**Residential No Wear-Through Warranty.** We warrant the finish will not wear through for the specified years after date of purchase. We will replace or repair worn planks at no cost to you when installed as an interior residential floor, subject to the provisions in this document.

**Light Commercial No Wear-Through Warranty:** Rigid Pro Plus warrants that in the event the flooring supplied to the original purchaser wears-out from normal foot traffic in an approved commercial setting within 10 years of the date of purchase, the defective **material** will be replaced free of charge (“Wear-out” means the pattern and color of the floor is removed, caused by the removal of the protective wear layer.)

To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period. **Scope of labor liability:** Under the following guidelines, we will reimburse reasonable labor charges to replace defective planks; if the original floors were installed by a professional flooring contractor (receipt/payment of installation is required). **Within One Year:** 100 percent of reasonable labor **Within Three Years:** 50 percent of reasonable labor **After Three Years:** No labor reimbursement

### **Provisions**

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, we reserve the right to inspect the flooring and to remove a sample for analysis, if necessary. We also reserve the right to accept or deny any labor charges, if flooring is not installed by a professional flooring installer.

### **THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECTS RESULTING FROM OR IN ANY WAY ATTRIBUTABLE TO:**

1. The installation or suitability for installation. All warranties regarding installation or suitability for installation are the responsibility of the installer and/or your dealer.
2. Minor shading variances, color or texture differences not represented in dealer showroom samples.
3. Obvious defects or shading issues after installation. It is the responsibility of the installer to inspect the flooring prior to installation.
4. Improper storage, handling, or acclimation of the flooring.
5. Scratching, denting, fading, or loss of gloss over time. All flooring will scratch, dent, or lose gloss over time.
6. Mold or moisture problems underfloor caused from: sub-floor moisture, plumbing leaks, liquid spills, flooding, and etc.
7. Damage from fire, burns, or intentional abuse.
8. Settlement or movement of the structure (sub-floor or floor joists) to which the flooring is attached.
9. Variations in color, grain, and markings that exist in the flooring when

new, or that develop over time due to sunlight or other UV exposure or aging.

10. Staining from non-consumable food and drink items.
11. Damage caused by vacuum cleaner beater bar.
12. Indentations or damage caused by improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors.

**NOTES: Like all flooring, this flooring can be scratched, lose gloss over time, or fade due to exposure to direct sunlight. Please keep in mind that pets, grit, and some children's toys can scratch your floor. Use furniture pads under heavy furniture to spread the load over a larger area; use felt or other soft protectors under chair legs; small area rugs are helpful for removing grit from shoes (both inside and outside), and protecting areas in front of sinks, stoves, and other areas that are subject to higher traffic or pivotal loads. Never push or pull heavy furniture or appliances across the floor.**

**This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other expressed, implied, and/or statutory warranties. We assume no liability for incidental or consequential damages. The sole remedy provided herein at our discretion, is the repair, or replacement for defective products.**