



## WARRANTY

**IMPORTANT:** Warranty may be void in cases of improper installation or maintenance and cleaning. Should you have any questions, please contact us.

LVP Construction	Wear Layer	Limited Warranty Residential / Commercial
2.0mm Glue Down	0.2mm / 8mil	20 Years / 5 Years
	0.3mm / 12mil	20 Years / 7 Years
2.5mm Glue Down	0.2mm / 8mil	20 Years / 5 Years
	0.3mm / 12mil	20 Years / 7 Years
3.0mm Glue Down	0.3mm / 12mil	20 Years / 10 Years
	0.5mm / 20mil	20 Years / 15 Years
5.0mm Glue Down / Loose Lay	0.3mm / 12mil	Lifetime / 15 Years
	0.5mm / 20mil	Lifetime / 20 Years
	0.7mm / 28mil	Lifetime / 20 Years

### MANUFACTURING WARRANTY GUARANTEES THAT THE FLOOR WILL NOT:

- wear through;
- stain from common household stains;
- contain manufacturing defects;
- rip or tear from normal and commercial use when properly installed;
- indent from normal household and commercial use when proper precautions are followed;
- discolour from use of proper underlayment and adhesives.

Commercial use examples include: professional offices, waiting rooms, specialty retail & boutiques, display areas, beauty salons, dental offices, yoga studio, etc.

### LIMITED RESIDENTIAL WARRANTY

For the length of the warranty term specified for any given product, Excelsior will warrant that the product will be clear from any manufacturing defects such as colour and pattern fading through general wear and tear and de-lamination of the plank material, providing that such flooring has been installed and maintained in accordance with instructions.

### WITHIN 5 YEARS

Any defect that has been identified and is covered by this warranty must be reported to the original source of supply from where the product was actually purchased, within 5 years from the date of that purchase. In such circumstances, Excelsior will supply the same or equivalent colour, pattern and specification flooring to replace the affected area. If a professional installation team was used to install the original flooring, reasonable costs for installing the new product will be reimbursed by Excelsior. Proof of purchase may be requested to assist with your claim.

### AFTER 5 YEARS

Any defect that has been identified and is covered by this warranty must be reported to the original source of supply from where the product was actually purchased. In such circumstances, Excelsior will supply the same or equivalent colour, pattern and specification flooring to replace the affected area. Proof of purchase may be requested to assist with your claim.

## WARRANTY EXCLUSIONS

The following are NOT covered by this warranty:

- Product that is not installed as per the conditions outlined in our installation instructions;
- Accidents, abuse or misuse;
- Fire, flood, damp or moisture damage;
- Indentation or scarring of floor surface through moving of chairs, furniture and other household objects without protective features such as floor protectors or casters;
- Indentation or scarring of floor surface through excessive pressure from heavy objects, high heeled shoes or improper household footwear such as, but not limited to spiked and other outdoor sporting shoes;
- Surface scratches;
- Damage caused by cleaning utensils;
- Rubber mat or asphalt staining;
- Colour or sheen changes when exposed to a natural light source or direct sunlight for prolonged periods at a time;
- Any Excelsior product that was not purchased by the residential home owner staking the warranty claim;
- All costs associated with the removal and disposal of original flooring material other than as specified in our terms and conditions above;
- Consequential costs for damages, inconvenience, loss of time, travel and other incidental expenses;
- This warranty is in lieu of any other warranties expressed or implied.

## LIMITED COMMERCIAL WARRANTY

For the length of the warranty term specified for any given product, Excelsior will warrant that the product will be clear from any manufacturing defects such as colour and pattern fading through general wear and tear and de-lamination of the plank material, providing that such flooring has been installed and maintained in accordance with instructions.

## WITHIN 2 YEARS

Any defect that has been identified and is covered by this warranty must be reported to the original source of supply from where the product was actually purchased, within 2 years from the date of that purchase. In such circumstances, Excelsior will supply the same or equivalent colour, pattern and specification flooring to replace the affected area. If a professional installation team was used to install the original flooring, reasonable costs for installing the new product will be reimbursed by Excelsior. Proof of purchase may be requested to assist with your claim.

## AFTER 2 YEARS

Any defect that has been identified and is covered by this warranty must be reported to the original source of supply from where the product was actually purchased. In such circumstances, Excelsior will supply the same or equivalent colour, pattern and specification flooring to replace the affected area. Proof of purchase may be requested to assist with your claim.