



## 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
	0.5mm / 20mil	20 Years / 10 Years
3.0mm Glue Down	0.3mm / 12mil	20 Years / 10 Years
	0.5mm / 20mil	20 Years / 15 Years
4.0mm Glue Down	0.5mm / 20mil	25 Years / 15 Years
5.0mm Glue Down / Looselay	0.3mm / 12mil	Lifetime / 15 Years
	0.5mm / 20mil	Lifetime / 20 Years
	0.7mm / 28mil	Lifetime / 20 Years

### RESIDENTIAL LIMITED WARRANTY and COMMERCIAL LIMITED WARRANTY

Excelsior Flooring warrants the Luxury Vinyl Plank and Tile products under the Limited Residential Warranty for suitable for purpose indoor residential applications. The original owner occupied end user purchaser is the owner of such a warranty which commences at the time of purchase and extends to the designated timeline as shown against the specification purchased. The warranty claim will be directly related to Excelsior's initial invoice or the authorised dealer / distributor from where the product was purchased. It is essential that the flooring material is installed and maintained in line with the Excelsior's installation guidelines and specifications, paying particular attention to sub-floor preparation. Failure to follow such guidelines will void the warranty.

#### WARRANTY WILL COVER;

Excelsior Flooring warrants that the flooring material will be free from manufacturing defects during the term of the warranty. Such manufacturing defects include but are not limited to;

- Delamination
- Thickness Variation
- Dimensional Instability

The dimensional stability is governed by changes in the width and/or length of the flooring material which is greater than the tolerances described in ASTM F2199. As such, dimensional variation is defined as thickness, length, width and squareness measurements that are in excess of ASTM F386 tolerances.

Excelsior Flooring warrants that the flooring material, due to light to moderate foot traffic, will not wear through to the pattern layer of the product.

#### CONDITIONS:

See installation instructions for sub-floor preparation. The responsibility for all moisture related testing, inclusive of pH, Calcium Chloride and relative humidity, is not the responsibility of Excelsior Flooring, but the responsibility of the installer. Consequently, all issues associated with moisture are not covered by the warranty.

## WARRANTY EXCLUSIONS:

- Product that is not installed as per the installation instruction guidelines
- Product shrinking, expansion, cupping / peaking due to failure in following installation guidelines
- Accidents, abuse or misuse
- Fire, flood, damp, moisture damage and consequential damages through leaking appliances
- Indentation or scarring of floor surface through the movement of chairs, furniture or general household products without adequate protective features such as casters and floor protectors
- Indentation or scarring of floor surface through excessive pressure from heavy objects, high heel shoes or improper footwear such as outdoor sporting shoes and spikes
- Telegraphing due to poorly prepared or uneven sub-floors
- Surface scratches
- Damage caused by cleaning materials and utensils that are not recommended for the flooring material, including buffing or sweeping equipment, and failure to observe the care and maintenance guidelines
- Stains from but not limited to chemically reactive materials
- Rubber mat or asphalt staining
- Colour or sheen changes when exposed to a natural light source or direct sunlight for prolonged periods of time
- Any Excelsior Flooring product that was not purchased by the residential home owner staking a claim to the warranty
- Consequential costs associated with the removal and disposal of original flooring material
- Consequential costs for damages, inconvenience, loss of time, travel and other incidental expenses
- The warranty is in lieu of any other warranties expressed or implied

## WARRANTY CLAIM OR ASSISTANCE:

- The original purchaser of the product will contact the authorised Excelsior Dealer, or in the case where commercial orders were placed directly, contact should be made through Excelsior Flooring.
- The provision of an original Purchase Order Number or confirmation of an Excelsior Flooring Sales Order Number will be required to process the warranty claim.
- Detailed description of the issues in hand would be required, accompanied by drawings or photographs where applicable. Samples may also be required for testing.
- All details should be forwarded to [contact@excelsiorflooring.com](mailto:contact@excelsiorflooring.com) for processing and a member of the team will contact you to be of assistance.

## LIMITED RESIDENTIAL & COMMERCIAL LIMITED WARRANTY:

For the length of the warranty term, Excelsior Flooring will warrant that the product will be clear from any manufacturing defects such as delamination, colour and pattern fading through general wear and tear, providing the flooring material has been installed and maintained in accordance with the installation and maintenance instructions.

### WITHIN 2 YEARS

Claims on defective product, covered by this warranty, need to be reported in writing within two (2) years of purchase and Excelsior Flooring will credit the original purchase value of the material or provide replacement material to the square footage of the area in question. Replacement material may be a similar colour or pattern, determined by current inventory or product lines being manufactured. If professionally installed, reasonable labour costs can be included.

### AFTER 2 YEARS

Claims on defective product, covered by this warranty, need to be reported in writing after two (2) years from purchase and Excelsior Flooring will credit the original purchase value of the material or provide replacement material to the square footage of the area in question. Replacement material may be a similar colour or pattern, determined by current inventory or product lines being manufactured. Labour costs are not included.

Should a defect under this warranty be found, the affected area will be repaired to conform with to the warranty. If repair is not practical, Excelsior Flooring at its sole discretion, replace the flooring material or refund the proportional price for the affected area. Excelsior Flooring will pay the reasonable costs for labour. Additional costs will be at the customer's expense.

**SPECIAL NOTICE:**

The warranty is not transferable. It extends only to the original owner occupied end-user purchaser of the flooring material. Excelsior Flooring does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Excelsior Flooring shall not be liable to the consumer or any other person or entity for any incidental or consequential damages arising out of breach of this limited warranty or any implied limited warranty – excluding merchantability.

All implied warranties, including an implied warranty of merchantability or fitness for a practical purpose, are hereby limited to the duration of this limited warranty. Some provinces or states may not allow the exclusion or limitation of implied warranties or the limitation of incidental and consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from province to province and state to state.