

Limited Warranty Information

About Your Limited Warranty:

Proof of Purchase date (consumer receipt) is necessary to verify all warranty claims. Your STAINMASTER™ Flooring must be “first-quality,” not a “second” or “mill trial” grade. The Warranty coverage applies only to the original purchaser and is not transferable for STAINMASTER™ Resilient Flooring or STAINMASTER™ Luxury Flooring. Installation of residential products for commercial use is not covered.

Correct installation practices are critical to the appearance and performance of STAINMASTER™ Resilient Flooring and STAINMASTER™ Luxury Flooring. Your floor must be installed following all standard installation practices. Installation problems (i.e. improper subfloor, poor subfloor preparation, use of adhesives and seam sealers other than those specifically recommended for the product) are the responsibility of the flooring retailer/installer and are not covered by this warranty. This warranty does not cover labor cost on non-professionally installed floors or on floors installed with obvious visible defects. Be sure to discuss installation matters with your installer.

Construction-related damage is not covered by this warranty.

Following correct care and maintenance procedures for your floor is critical.

The following conditions are not included in the warranty coverage:

- Loss of gloss or build-up dulling film due to improper or lack of maintenance
- Damage resulting from failure to follow care instructions (i.e. scuffs, scratches, cuts)
- Staining (i.e. tracked-in dyes from carpet, fertilizers)
- Severe accidents (i.e. burns, flooding, fires)
- Abuse (i.e. dragging heavy objects across the floor without proper protection)
- Fading or discoloration from heat or sunlight for STAINMASTER™ Resilient Flooring and STAINMASTER™ Luxury Flooring
- Damage caused by vacuum cleaner beater bar, caster wheels and cutting from sharp objects

Wearing through is defined as complete loss of the wearlayer so that the printed pattern or design is altered. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered. A floor discolored due to mold/mildew growth or asphalt tracking will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl. Floors discolored by underlayment panels will be replaced only one time. If the replacement floor fails in the same manner, the discoloration is not covered by this warranty. Color, shade or texture variations between samples or printed color photography and the actual materials is not covered.

STAINMASTER™ Resilient Flooring and STAINMASTER™ Luxury Flooring “In-Home Satisfaction Guarantee”

Your STAINMASTER™ Resilient Flooring and STAINMASTER™ Luxury Flooring comes with the exclusive In-Home Satisfaction Guarantee. After the STAINMASTER™ Flooring you’ve purchased is installed, you get to live with it for 30 days. If at the end of that 30-day period you decide you are unhappy with your selection, it will be replaced, no questions asked!

So even if your reason is poor color choice, it will be replaced with a STAINMASTER™ Resilient Floor or STAINMASTER™ Luxury Floor of the same grade or one of equal value.

The Specifics of the Program:

With the STAINMASTER™ Resilient Flooring and STAINMASTER™ Luxury Flooring Customer Satisfaction Program, there’s no “fine print” – here’s exactly how it works:

- The In-Home Satisfaction Guarantee is valid only on first-quality STAINMASTER™ Resilient Flooring, STAINMASTER™ Luxury Flooring purchased from and installed by a Licensed Master Floor Center®.
- You must live with your flooring for 30 days.
- If at the end of 30 days you are not happy with your selection for any reason, you have 30 days in which to contact our warranty service center for replacement.
- Installation costs for the replacement flooring will be your responsibility.
- This guarantee applies to resilient flooring used in owner-occupied residences and to resilient flooring purchased by the tenant in a rental dwelling, and is not transferable.
- Only one replacement floor per customer is allowed under this guarantee. Replacements only, no refunds. Upgrade styles are permitted at additional cost to you.
- To initiate a claim, first contact your Master Floor Center®. Proof of Purchase is required, including the original sales receipt and style name and number.
- This guarantee, along with the warranty you receive for your resilient flooring, gives you specific legal rights. There shall be no other warranties offered or implied, by statute or otherwise.
- This guarantee applies only to resilient flooring installed in the continental U.S., Alaska, Hawaii and Canada.
- For questions about claims, call 1-800-438-7668.

STAINMASTER

MASTERLIFE RESILIENT FLOORING™

15-Year STAINMASTER MasterLife™ Resilient Flooring Limited Warranty

Under normal household conditions*, your STAINMASTER MasterLife™ Resilient Flooring will not:

- Permanently indent
- Rip, tear or gouge
- Permanently stain, discolor or fade
- Permanently scuff from shoe soles
- Permanently lose its high-gloss finish to the point that it cannot be restored by recommended maintenance products
- Wear through the urethane/aluminum oxide wearlayer
- Permanently discolor from mold or mildew growth in the vinyl
- Permanently stain from asphalt tracking
- Discolor from underlayment panels

Your floor will be free from manufacturing defects.

Should any of the above circumstances occur, your dealer will be authorized to repair the defective area or replace your STAINMASTER MasterLife™ Resilient Flooring with any STAINMASTER MasterLife™ Resilient Flooring of your choice. If your floor was installed by a professional flooring contractor hired by you, your reasonable labor costs will be covered as part of this warranty. The replacement floor will assume the remaining time of the original warranty.

STAINMASTER

XTRA LIFE RESILIENT FLOORING™

10-Year STAINMASTER Xtra Life™ Resilient Flooring Limited Warranty

Under normal household conditions*, your STAINMASTER Xtra Life™ Resilient Flooring will not:

- Permanently indent
- Rip, tear or gouge
- Permanently lose its high-gloss finish to the point that it cannot be restored by recommended maintenance products
- Wear through the urethane wearlayer
- Permanently discolor from mold or mildew growth in the vinyl
- Permanently stain from asphalt tracking or normal household stains
- Discolor from underlayment panels
- Permanently scuff from shoe soles

Your floor will be free from manufacturing defects.

Should any of the above circumstances occur, your dealer will be authorized to repair the defective area or replace your STAINMASTER Xtra Life™ Resilient Flooring. The replacement floor will be the same design or coloration as long as it is available. If it is not available, the replacement floor will be a STAINMASTER Xtra Life™ Resilient Flooring product of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, your reasonable labor costs will be covered as part of this warranty. The replacement floor will assume the remaining time of the original warranty.

STAINMASTER

RESILIENT FLOORING™

7-Year STAINMASTER™ Resilient Flooring Limited Warranty

Under normal household conditions*, your STAINMASTER™ Resilient Flooring will not:

- Permanently indent
- Rip, tear or gouge
- Wear through the STAINMASTER™ Resilient Flooring wearlayer
- Permanently discolor from mold or mildew growth in the vinyl
- Discolor from underlayment panels
- Permanently stain from asphalt tracking or normal household stains

Your floor will be free from manufacturing defects.

If any of the above problems are reported within the first three years, your dealer will be authorized to either repair or replace the floor and, if the floor was installed by a professional flooring contractor hired by you, your reasonable labor costs will be covered as part of this warranty. For the remaining time of your warranty, only resilient floor covering material is covered—not labor costs. If a floor with a 7-year warranty is replaced under warranty, the replacement floor will be the same design and coloration as long as it is available. If it is not available, the replacement floor will be a STAINMASTER™ Resilient Flooring Product. The replacement floor will assume the remaining time of the original warranty.

STAINMASTER

LUXURY FLOORING™

20-Year STAINMASTER™ Luxury Flooring Limited Warranty

Under normal household conditions*, your STAINMASTER™ Luxury Flooring will not:

- Wear out
- Fade
- Stain
- Delaminate

Your floor will be free from manufacturing defects.

Should any of the above circumstances occur, your dealer will be authorized to repair the defective area or replace your STAINMASTER™ Luxury Flooring floor with any STAINMASTER™ Luxury Flooring of your choice. If your floor was installed by a professional flooring contractor hired by you, your reasonable labor costs will be covered as part of this warranty. The replacement floor will assume the remaining time of the original warranty.

* Normal household conditions are defined as common daily activities in the home.