

STATEMENT OF WARRANTY

General Terms:

STAINMASTER® Premier™ luxury vinyl tile and plank products by Novalis International (herein Novalis International) commercial products when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Novalis International Guidelines for Commercial Use as described in Technical Bulletin NFT_PS002 Commercial Use Guide will be in effect for this warranty. Novalis International reserves the right to classify each installation regarding use according to this published bulletin.

Please refer to Novalis Bulletin NFW-RW01 for clauses specific to the Novalis International Residential Warranty.

Novalis warranties cover the cost of material for the period of the warranty and reasonable labor costs only when and if a professional flooring installer was paid to install the original material. Labor will be paid according to the following schedule in Table B. Self-stick and D.I.Y products are not covered under this warranty.

Manufacturing Defect Warranty

Novalis International warrants that the STAINMASTER® Premier™ luxury vinyl tile and plank products collection of solid vinyl planks and tiles will be free from manufacturing defects for a period of 1 (one) year from the date of purchase. If such defect occurs, upon verification of the defect by Novalis, Novalis will authorize repair or replacement of the affected area of installed flooring.

Wear Warranty

Novalis International warrants that the installed product will not wear through to the printed film layer for a period of time as defined in Table A herein. Wear through is defined herein that the wear layer is sufficiently depleted so that the printed film layer is damaged or affected.

The standard general terms, exclusions and limitations expressed elsewhere in this warranty document also apply.

This warranty does not include the following:

- Installed with obvious manufacturing defects.
- Products that have not been properly acclimated according to the Novalis Installation Guidelines.
- Improper installation or product not professionally installed according to currently published Novalis installation guidelines and accepted industry practices.
- Use of adhesives not supplied under the Novalis International brand and / or improper trowel used during installation. Workmanship errors should be addressed to the contractor who installed the floor.
- Flooring installed in areas not intended for solid vinyl plank or tile. Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Damaged by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests.
- Stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats.

- Staining caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation.
- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage.
- Installed over unstable (installed over particleboard, chip wood or pressboard) or improperly prepared sub floors, wet/cold floor and/or radiant-heated floor in excess of 85°F.
- Different from samples or printed material in shade, color or embossing.

Other limitations

1. This warranty is not transferable.
2. Manufacturing defect must be reported within 3 months from the date of purchase.
3. This warranty covers only properly installed and maintained floors.
4. Novalis excludes and will not pay for any **consequential or incidental damages** under this limited warranty.
5. Novalis will not pay for the loss of time, inconvenience or other incidental expenses.
6. Novalis reserves the right to inspect any flooring and installation deemed to be suspect to manufacturing defects either by a representative of Novalis or an independent certified inspector otherwise warranty will be void.
7. Novalis reserves the right of final judgment and may refuse claims in certain instances.
8. Novalis reserves the right to modify or withdraw the warranty at any time.

No representative, employee, or agent of Novalis International is authorized to modify or change the warranty statements made in this document.

Table A

Product	Residential Wear Coverage	Light Commercial Wear Coverage
Premier Luxury Vinyl Plank & Tile	Lifetime	10 years

Table B – Labor reimbursement schedule for Light Commercial Use

Product	Year(s) / % Labor
Premier Luxury Vinyl Plank & Tile Light Commercial	1-3 Years / 100%

Claim Filing

To file a claim, contact your retailer to obtain the necessary paperwork. Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity. Should the claim require an inspection, you will be contacted by the independent inspector assigned to your claim for scheduling. You may also contact Novalis International direct at 866-668-2547 for further information and filing.

Made by Novalis International LTD., 105 Uppercrest Drive, Mooresville, NC 28117

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