

**Rigid Core SPC Harvest 7x48, Simplistic 7x48 Flooring  
Residential & Light Commercial Limited Warranty  
Effective 3-15-2022**

**Residential: 15 Year Limited Warranty  
Light commercial: 5 Year Limited Warranty**

**What is covered and for how long:**

Floors 2000 warrants Rigid Core Harvest and Simplistic flooring against manufacturing defects for a period of 15 years from the date of purchase for residential installations and 5 years from the date of purchase for light commercial installations. This limited warranty applies only to the original purchaser and the original installation site, is **not** transferrable and with respect to the residential warranty, applies only to a resident homeowner (does not cover leased or rental properties). Light commercial refers to environments such as private offices, reception areas and public buildings and businesses which are not subject to frequent and heavy traffic.

If a defect covered by this warranty is documented by a certified flooring inspector and reported to Floors 2000, Inc. in writing within the specified warranty period, Floors 2000, Inc. will supply new material of the same or similar grade, sufficient to repair or replace the defective material, providing the material was installed and maintained properly, and used as intended and recommended.

**Terms of Limited Manufacturing Defect Warranty**

**Within One Year** - If a structural manufacturing defect covered by this warranty is reported to Floors 2000, Inc., in writing, along with a CFI's inspection report detailing the defect, within one year of purchase date, Floors 2000, Inc. will issue credit to the retailer for the original cost of the product, reasonable labor if professionally installed and the cost of the inspection.

**Year One to Year Five** - If a structural manufacturing defect covered by this warranty is reported to Floors 2000, Inc., in writing, along with a CFI's inspection report, detailing the defect, after one year and before five years from date of purchase, Floors 2000, Inc. will issue credit to the retailer for the original cost of the product, 50% of reasonable labor if professionally installed, and the cost of the inspection.

**Year Five to Year Ten –(Residential Only)** If a structural manufacturing defect covered by this warranty is reported to Floors 2000, Inc., in writing, along with a CFI's inspection report, after five years and before ten years from date of purchase, Floors 2000, Inc. will issue credit to the retailer for the original cost of the product and no labor.

**Wear Out**

Wear out is defined as a complete removal of pattern and/or color from normal foot traffic and maintenance.

### **Limited Wear Out Warranty**

Floors 2000 warrants its Rigid Core Addiction, Exotica, Restoration and Rejuvenation flooring against wear out for a period of 15 years from the date of purchase for residential and 5 years for light commercial installations. Warranty applies to the original purchaser and is non-transferrable. All product wear claims must be inspected and documented by a certified independent flooring inspector. Inspector's complete report must be submitted with all claims.

### **Terms of Limited Wear Out Warranty**

If a wear out claim is reported to Floors 2000, Inc., in writing along with a CFI's inspection report, within the specified warranty period (15-year residential / 5 year light commercial), Floors 2000, Inc. will supply new material of the same or similar grade, sufficient to repair or replace the affected material, providing the material was installed and maintained properly, and used as intended and recommended. Labor costs are not included.

All warranty claims must be submitted through the retailer that purchased the flooring from Floors 2000, Incorporated.

This warranty **does not** cover the following:

- 1. Discoloration or damage from hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure). A moisture barrier (minimum 6 mil poly sheeting) is required under all Floors 2000 Rigid Core products when installed over a concrete subfloor**
2. Damage caused by water or excessive moisture on the floor, in the subfloor or underneath the floor
3. Damage due to prolonged exposure to sunlight or heat. Prolonged exposure to direct sunlight can cause fading, discoloration and excessive temperatures resulting in buckling or delamination and thermal expansion/contraction
4. Damage caused by the use of steam cleaners, vacuum cleaner beater bar, floor cleaning machines, caster wheels, and cutting from sharp objects
5. Installation where material was not installed according to Floors 2000's specifications and recommended usage
6. Dissatisfaction due to improper installation, maintenance, or irregularities
7. Reductions in gloss or buildup of residue due to improper maintenance or normal wear, gloss reduction due to scratches from use
8. Minor color, shade or texture variations between samples or printed color photography and the actual material (Material should be inspected by end user prior to installation for color/texture)
9. Installation-related errors or damage including improper jobsite conditions and flooring materials, including construction damage after installation

10. Damage caused by abuse such as moving appliances or heavy objects across the flooring and/or transition moldings without adequate protection
  11. Damage due to any chemical or acidic liquid spills
  12. Damage from wheelchairs or motorized scooters
  13. Water damage caused by flooding, prolonged stay of standing water, leaking pipes, appliance leaks, door and window leaks, or any conditions that result in water or moisture being below the floor are not covered.
  14. Noises including, but not limited to, squeaks, popping, creaking, etc.
  15. Floors which have been installed, taken up and re-installed
  16. Floors that are installed in non-owner-occupied residences
  17. Separation between layers caused by exposure to excessive humidity or temperature and environmental changes that occurs during or after the flooring has been installed
- **” Residential Use” is defined as the original purchaser that owns and resides in the home where the product was installed. It excludes rental and leased properties.**
  - **“Light Commercial” is defined as environments such as private offices, reception areas and public buildings and businesses which are not subject to frequent and heavy foot traffic**
  - **“Waterproof” is defined as water exposure on the surface of the flooring resulting from normal residential activities such as accidental spills and light damp mopping**

\*A complete inspection report documenting the factory defect, from an accredited, certified flooring inspector, must be submitted to Floors 2000, Incorporated when filing a “factory defect” claim. All installation issues, subfloors issues or other factors that would cause the floor to not perform properly, must be ruled out, prior to filing a claim with the factory. If the inspector concludes there is a manufacturing defect that is causing the flooring to not perform as intended, the cost of the inspection will be reimbursed to the commissioning party and a claim will be submitted to the factory.