

WARRANTY
QUICK-STEP® LUXURY VINYL FLOORING
Limited Lifetime Residential Product Warranty
10 Year Limited Commercial Warranty
Lifetime Warranty on Uniclic® MultiFit Locking System
As of January 2016



GENERAL CONDITIONS

This warranty is valid on Quick-Step® Luxury Vinyl Flooring and Quick-Step accessories. The Quick-Step warranty can only be invoked if all of the following conditions have been fulfilled. If you have any questions, contact the distributor or retailer where your purchase was made.

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Quick-Step brand product made after the edition date of these warranty conditions.
2. Flooring planks and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor/retailer must be informed in writing of such defects within 15 days of receiving product. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Quick-Step be held responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from the issue in which a claim was made.
3. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination, reduced resistance of the wear layer and water resistance of the planks - specifically that the floor will not permanently discolor from topical water or moisture. The water warranty refers to topical moisture or topical water exposure and applies to the Luxury Vinyl Flooring product itself. The warranty does not extend to damage of the subfloor or adhesives, does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.
4. All planks for the same commercial flooring project must be ordered at the same time to ensure compatibility; planks in separate orders cannot be guaranteed.
5. Prolonged contact with rubber can cause permanent stains to the planks. Do not allow cigarettes, matches, open flames or any other very hot items to contact the floor as this may cause permanent damage. Cleaning that involves excessive water that makes the subfloor and/or underlayment wet and/or the use of unapproved cleaning products must be avoided at all times. Approved cleaning methods can be located on our website at www.us.quick-step.com.

WARRANTY PERIOD AND VALUE

1. This warranty is valid to the first owner, for life (limited to a period of 33 years) on the product and on the Uniclic® MultiFit joints of the vinyl flooring planks. The date of purchase is the invoice/receipt date. The original purchase invoice/receipt, duly dated and carrying the distributor's or retailer's information will need to be submitted.

SCOPE

1. The general Quick-Step® limited lifetime residential warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial Warranty" below. If the application does not come under the "Commercial Warranty", an individual written warranty must be requested from the manufacturer by the original purchaser.
2. Quick-Step Luxury Vinyl Flooring must be installed following the Quick-Step installation instructions and using approved Quick-Step accessories. The customer/installer must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the back of the cardboard packaging or in each individual accessory package and are also available online at www.us.quick-step.com. The customer/installer must be able to provide proof that only recommended Quick-Step accessories were used to install the floor (identifiable from the Quick-Step label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (at www.us.quick-step.com) must be provided to the end-user by the installer.
3. The lifetime warranty on the Uniclic® MultiFit joint only applies to permanently open joints wider than 12 mils (1/64" or 0.3 mm). Damage to the product must be evident, measuring, per product unit at least 0.155 in² (1 cm²), and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, cutting, or scratching (for example caused by dragging furniture, sharp pet nails, etc.). The feet of furniture must always be provided with appropriate protective material. Chairs, settees, sofas, tables or all furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture to avoid residual indentation.
4. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable non-rubber backed walk off mat at all entrance doors.
5. This warranty does not cover damage to the product caused by:
 - Installation error. Quick-Step Luxury Vinyl Flooring must be installed following the Quick-Step installation guidelines with approved Quick-Step accessories.
 - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user.
 - Improper maintenance.

COMMERCIAL WARRANTY

This commercial warranty is valid for Quick-Step Luxury Vinyl Flooring for a period of 10 years from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all of the above mentioned conditions. In addition to this the following must be considered:

- Gloss reduction is not surface wear. For these types of applications, superficial surface scratches as a result of daily use should be expected.
- In addition, metal transition profiles suitable for commercial usage must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

- All food areas, such as, but not limited to, restaurants and cafeterias, pubs and dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.

- Heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

Prior to specifying and installing your commercial project, we strongly recommend you contact your dealer or Quick-Step technical services to ensure the best Quick-Step flooring and accessories products are selected for your particular application.

This commercial warranty has the same general conditions, value, scope, liability and applicable law and dispute resolution as the residential warranty, excluding water warranty.

LIABILITY

Quick-Step® reserves the right, and must be offered the opportunity, to inspect the complaint and, where applicable, to inspect the floor in its installed condition.

Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the floor.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Quick-Step® will cover reasonable labor costs.
- Quick-Step® can never be held liable for any secondary damage.

Quick-Step® will repair or replace the product, at its discretion. If replacing the flooring, the same product will be supplied if available; however, if that product is discontinued or no longer available, a substitute of equal or lesser value within the current product assortment at the time the complaint is resolved will be provided. There will be no other form of compensation.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. For service under this warranty please contact your local Quick-Step retailer or mail in proof of purchase and description of claim to:

Warranty Claims Department
Quick-Step® Flooring
7834 C.F. Hawn Freeway
Dallas TX 75217
888-387-9882
www.us.quick-step.com

APPLICABLE LAW AND DISPUTE RESOLUTION

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Quick-Step is not liable for labor costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.