

## H2Zero Platinum® Luxury Vinyl Plank Warranty

### EXCLUSIVE LIMITED WARRANTY

#### **LIMITED LIFETIME EXCLUSIVE H2ZERO PLATINUM® RESIDENTIAL WEAR LAYER WARRANTY:**

H2Zero Platinum® luxury vinyl planks are backed by a Limited Lifetime Warranty which applies to manufacturing defects as described below. Feather Lodge® provides a Limited Lifetime Warranty that the VINYL LAYER of Engineered Vinyl will not wear through. Wear Through is defined as surface that has been worn to such an extent as to expose damage to the core material. This "wear through" must be present in over 5% of the total installation. Should this defect be determined to have occurred, Feather Lodge® will arrange credit, on a pro-rated basis as outlined below. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. Feather Lodge® reserves the right to inspect any claim and request photographs and/or samples prior to approving such claims. This warranty is non-transferable, valid to original purchaser only.

#### LIMITED RESIDENTIAL WEAR LAYER WARRANTY DOES NOT COVER:

1. Damages due to adhesives or tape, pets, lack of proper furniture pads or any intentional misuse of the product.
2. Everyday wear & tear including scratched, gauges, scuffs, punctures, cuts, accidental indentations, burns. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Dull finish can be corrected with spot or overall reciting care systems.
3. Defects caused by extended exposure to UV light and/or direct sunlight
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Feather Lodge®.
5. Floor covering installed in inappropriate locations is excluded from this warranty.
6. Any Damages to other areas or components of the structure.

#### **15 YEAR EXCLUSIVE H2ZERO PLATINUM LIGHT COMMERCIAL WEAR LAYER WARRANTY:**

Feather Lodge® provides a one (15) Year Limited Warranty that the VINYL LAYER of the Engineered Vinyl will not wear through. Wear Through is defined as surface that has been worn to such an extent as to expose damage to the core material. This "wear through" must be present in over 5% of the total installation. Should this defect be determined to have occurred, Feather Lodge® will arrange credit, on a pro-rated basis as outlined below. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. Feather Lodge® reserves the right to inspect any claim and request photographs and/or samples prior to approving such claims. This warranty is non-transferable, valid to original purchaser only and is installed in the following commercial areas.

Hotels: Conference & Meeting Rooms, Guest Rooms, and Lobby.

Retail Shops: Boutiques, Showrooms (Automobile Showrooms Excluded) Hair Salons, Display Areas, and Entryways. The use of walkway mats is required.

Offices: Meeting and Conference rooms, Offices, Break rooms and other meeting areas.

Educational: Classrooms, Common Areas, and Residence Halls.

#### 15-YEAR EXCLUSIVE LIGHT COMMERCIAL WEAR LAYER WARRANTY DOES NOT COVER:

1. Damages due to adhesives or tape, pets, lack of proper furniture pads or any intentional misuse of the product.
2. Everyday wear & tear including scratched, gauges, scuffs, punctures, cuts, accidental indentations, burns. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Dull finish can be corrected with spot or overall reciting care systems.
3. Defects caused by extended exposure to UV light and/or direct sunlight

4. Noncompliance with installation instructions and maintenance guidelines as recommended by Feather Lodge®.
5. Floor covering installed in inappropriate locations is excluded from this warranty.
6. Any Damages to other areas or components of the structure.

### **LIFETIME LIMITED WATERPROOF WARRANTY**

The floor plank or tile is warranted to be 100% waterproof and the integrity of the floor plank will not be significantly reduced by exposure to water for the life of the product. If the floor plank as a result of exposure to water is determined to be significantly diminished, Feather Lodge® will arrange a pro-rated credit based on the terms outlined below. As moist may accumulate in any structure or on the surfaces of many building materials, mold and mildew growth may occur. Damage from mold and mildew is expressly excluded from any part of this warranty. This warranty is not transferable by the purchaser of the floor.

#### LIFETIME LIMITED WATERPROOF WARRANTY DOES NOT COVER:

1. Any other component or structural aspect of the installation site. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements.
2. Anything that is not the floor plank or tile.
3. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
4. Flooring that is installed outdoors.

### **TERMS OF LIMITED WARRANTIES**

ALL CLAIMS MUST BE SUBMITTED IN WRITING AND APPROVED BY FEATHER LODGE®

#### WITHIN 1 YEAR:

If product is found to be defective, Feather Lodge® will supply replacement products of the same or similar style, size, color, grade and gauge for the area determined to be defective. Feather Lodge® will pay reasonable labor cost if it was professionally installed or will repair the defect. Prior to any action being taken, Feather Lodge® must approve in writing, the cost of labor by a professional installer. Feather Lodge® will pay 100% of approved labor claims within the FIRST YEAR.

#### YEARS 2 - 5:

Between Year One-Five: Claims of this product, as covered by this warranty, that are reported in writing after YEAR 1, but within 5 YEARS of purchase, Feather Lodge® will arrange a credit based on the original purchase of the product or replace the product. Feather Lodge® will pay 50% of reasonable labor costs.

#### YEARS 5 - 10:

Between Year Five-Ten: Claims on defects of this product, as covered by this warranty, that are reported in writing after 5 YEARS, but within 10 YEARS of purchase, Feather Lodge® will provide a credit based on the original purchase of the product or replace the product. Labor costs are not included.

#### AFTER 10 YEARS:

Claims that are reported in writing 10 Years after purchase date Feather Lodge® will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs not included.

### **EXCLUSIONS TO LIMITED WARRANTY**

Wear from chairs or other furniture without proper floor protectors will void the warranty. Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, pet claws, or other abrasives are not covered by this warranty. Subfloor irregularities can cause premature wear on the vinyl plank wear layer and will void the warranty. Dissatisfaction due to improper installation or installation contrary to recommendations is not covered by this warranty. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are NOT covered by this warranty. Using non-recommended floor care products may damage the floor and void the

warranty. Purchase of "seconds", "remnants", "mill trials", or other "irregular" (non-first quality) flooring material, or material not part of, or available from Feather Lodge® are not warranted. The warranty only applies to new installs. This warranty does not apply to any re-install of product. Dissatisfaction or damages caused by improper installation or maintenance. Damage resulting from misuse or abuse including, but not limited to, scratched, cuts, burns, stains, indentation, improper or insufficient maintenance, use of steam cleaners, and lack of proper floor protectors and damages caused by pets. Discoloration due to solvent based polishes; cleaners or use of rubber-backed mats will not be covered. Reduction of products gloss is no covered. Fading, expansion or shrinkage or flooring that is exposed to direct sunlight for extended periods of time will not be covered.

*Limited warranty is made solely to the original purchases of Feather Lodge® H2Zero Luxury Vinyl Flooring products and is not transferable under any circumstances. Limited warranty period begins on date of purchase. This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee or agent of Feather Lodge® or any other person, is authorized to assume for Feather Lodge® any additional liability or responsibility in connection with Feather Lodge®.*