

Interface Standard Product Warranty

InterfaceFLOR, LLC (Interface) warrants its modular and performance broadloom carpet products to the original end-use customer as stated below for a period of fifteen (15) years from the date of invoice. Interface® and Heuga™ brand products are warranted against manufacturing defects resulting in excessive surface wear, edge ravel, backing separation, shrinking, stretching, cupping, doming, and static electricity. Excessive surface wear means loss of more than 10% by weight of face fiber. Products containing Intersept® antimicrobial are warranted to maintain antimicrobial effectiveness. Products constructed of 100% solution dyed yarns are warranted against excessive color loss due to normal exposure to indoor light.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at its option) replacement with comparable products(s) at no charge to the customer, or if Interface in its sole discretion determines that repair or replacement is not feasible, by pro-rated refund. This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood/excessive moisture, excessive alkalinity, use on stairs, or use with athletic equipment. Interface's liability is limited to repair, replacement, or refund as stated herein, and the end-use customer must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area.

Warranty claims must be made in writing to the Interface Field Service Department within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than ninety (90) days from the time the claimed defect was discovered. Warranty claims must be addressed to Field Services Dept., InterfaceFLOR, LLC, 1503 Orchard Hill Rd., LaGrange, GA 30241.

Moisture and pH testing are not the responsibility of Interface, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty.

This warranty will be void if its terms are not followed or if covered products are not handled, installed and maintained in strict compliance with Interface's recommended procedures and instructions, including without limitation initial floor preparation and installation. Interface recommends the use of TacTiles® connectors for installation of its carpet products. Where a wet adhesive is required, follow Interface's installation instructions. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques.

THE WARRANTY, REMEDY AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES AND LIABILITIES, WHETHER EXPRESS OR IMPLIED. INTERFACE MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. NOTE THAT SOME STATES DO NOT PERMIT DISCLAIMERS OF SOME IMPLIED WARRANTIES, SO YOUR RIGHTS MAY BE DIFFERENT THAN STATED HEREIN. INTERFACE WILL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN ANY CASE.

No person other than an officer of Interface may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.