

# Interface®

## Interface LVT Product Warranty

INTERFACE AUST PTY LIMITED  
INTERFACEFLOR (THAILAND) CO., LTD.  
INTERFACEFLOR INDIA PRIVATE LIMITED  
INTERFACE SINGAPORE PTE. LTD

Interface warrants its Luxury Vinyl Tiles (LVT) to the original end-use customer as stated below for a period of 15 years from the date of invoice:

- Interface® branded LVT products are warranted against excessive wear, provided the material was installed and maintained correctly and used as intended and recommended.

For these purposes, “excessive wear” is defined as the complete removal of pattern and/or colour due to normal traffic and assuming proper installation and maintenance according to Interface’s LVT Installation Guidelines and LVT Maintenance Guidelines; and

- LVT products are warranted against odour from plasticizer hydrolysis caused by moisture and alkalinity in concrete slabs up to the following limits when installed and maintained strictly according to Interface’s LVT Installation Guidelines and LVT Maintenance Guidelines:

For Glue Down Installation with Intertac on bare concrete

- (1) up to 90% RH when tested with In Situ probe and pH11
- (2) up to 80%RH when tested with Sealed Hood Hygrometer and pH11

For Glue Down Installation with Intertac on concrete sealed with RLA Polymer GS420

- (1) up to 95% RH when tested with In Situ probe and pH12
- (2) up to 85%RH when tested with Sealed Hood Hygrometer and pH12

For Glue Down Installation with Polymer 265 on bare concrete

- (3) up to 90% RH when tested with In Situ probe and pH9
- (4) up to 80%RH when tested with Sealed Hood Hygrometer and pH11

For Glue Down Installation with polymer 265 on concrete sealed with RLA Polymer GS420

- (3) up to 95% RH when tested with In Situ probe and pH12
- (4) up to 85%RH when tested with Sealed Hood Hygrometer and pH12

If a product fails to perform as warranted in connection with the excessive wear or odour warranties above, Interface will correct the problem in the affected area either by repair or (at Interface’s option) replacement with comparable products(s) at no charge to the customer.

Interface also warrants its LVT products against defects arising out of the manufacturing process to the original end-use customer as stated below when installed and maintained strictly according to Interface’s LVT Installation Guidelines and LVT Maintenance Guidelines:

- If the product is determined to exhibit a manufacturing defect within the first year following the date of invoice, Interface will correct the problem in the affected area either by repair or (at Interface’s option) replacement with comparable product(s) at no charge to the customer, as well as pay the reasonable labour costs associated with its repair or replacement (as determined by Interface);
- If the product is determined to exhibit a manufacturing defect in the second year following the date of invoice, Interface will correct the problem in the affected area either by repair or (at Interface’s option) replacement with comparable product(s) at no charge to the customer, as well as pay fifty percent (50%) of the reasonable labour costs associated with its repair or replacement (as determined by Interface); and
- If the product is determined to exhibit a manufacturing defect in the third, fourth, or fifth years following the date of invoice, Interface will correct the problem in the affected area either by repair or (at Interface’s option) replacement with comparable product(s) at no charge to the customer, but will not be responsible for any labour costs associated with its repair or replacement.

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In all cases in which a covered warranty condition is determined by Interface to exist, the customer must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area.

This warranty does not cover cuts, loss of gloss, burns, scratches, indentations, stains or other damage, deterioration, problems, or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, use on stairs, subfloor irregularities, or use with athletic equipment.

Moisture (RH) 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 except as expressly set forth herein and in Interface's LVT Installation Guidelines and LVT Maintenance Guidelines.

This warranty is void in its entirety if non-recommended adhesives or non-recommended installation techniques or conditions are used.

Interface does not warrant installer's workmanship unless the affected product was installed by Interface's installation arm and then only in accordance with the terms of the Interface installation warranty.

Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 90 days from the time the claimed defect was discovered. Warranty claims must be addressed to the Interface Regional Manager for action by the Interface claims department and must include contemporaneous documentation that all warranty conditions were and continue to be met.

Following the receipt of a claim, an Interface representative will visit the site to determine whether the identified issue is one that is covered by warranty. You will need to provide evidence of proof of purchase when we attend on site, and must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area should a covered condition exist.

Interface will not pay labour costs to repair or replace material with defects that were apparent before or at the time of installation.

Interface will not be liable for any incidental, indirect, special or consequential damages in any case. Unless prohibited by operation of law, 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 purpose.

Note that some jurisdictions do not permit disclaimers of some implied warranties, so your rights may be different than stated herein.

## Australia Only

The benefits given by this warranty are in addition to other rights or remedies you may have by law. In some circumstances the consumer guarantees under the Australian Consumer Law may apply to Interface's supply of products. In such cases, the following applies:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.