

# Interface Standard Rigid Core Product Warranty – Americas

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**InterfaceFLOR, LLC**

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# Interface Standard Rigid Core Product Warranty – Americas

InterfaceFLOR, LLC (Interface) warrants its Interface® brand Rigid Core (RC) products to the original end-use customer as stated below for a period of 15 years from the date of invoice.

- Interface® brand rigid core products are warranted against excessive wear, provided the material was installed and maintained properly and used as intended and recommended. For these purposes, "excessive wear" is defined as the complete removal of pattern and/or color due to normal traffic, assuming proper installation and maintenance strictly in accordance with Interface's Rigid Core Installation Instructions and Luxury Vinyl Tile and Rigid Core Maintenance Guidelines, both of which can be found on Interface's website; and
- All installations must be completed strictly in accordance with Interface's installation instructions for RC, which can be found on Interface's website. In all installations, there must be no visible moisture on the surface of the concrete slab. Archived written and photographic evidence of moisture and alkalinity test results must be maintained by the original end-use customer.

If a product fails to perform as warranted, 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 RC products against defects arising out of the manufacturing process to the original end-use customer as stated below:

- 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 labor costs (as determined by Interface) associated with its repair or replacement;
- 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 labor costs (as determined by Interface) associated with its repair or replacement; 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 labor costs associated with its repair or replacement.

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 rolling loads, improper installation, improper maintenance, flood, use on stairs or ramps, subfloor irregularities, or use with athletic equipment. Moisture and pH testing at the installation site 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 Rigid Core Installation Instructions and Rigid Core Maintenance Guidelines. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions. This warranty does not cover creaking, squeaking, popping, or crunching (some squeaking, popping, or crunching is possible when installing floating floors). Warranty for separation of planks, including but not limited to gapping, peaking, and/or separation of the planks due to not fully engaging the click locking mechanism during installation, is the sole responsibility and liability of the installation contractor.

Interface does not warrant installer's workmanship unless the affected product was installed by Interface affiliate Interface Services Inc. (Interface Services), and then only in accordance with the terms of the Interface Services 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: Field Services Department, Interface FLOR, LLC, 1503 Orchard Hill Rd., LaGrange, Georgia 30240 (USA). Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met. This warranty will be void if its terms are not followed. Interface will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation. 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.

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