

# FLOORS @ WORK

## NAF VINYL/SPC WARRANTY

**Vinyl/SPC:** Return within 30 days from receipt of goods. A 25% restocking fee is applied to all approved returns.

**Proof of Purchase:** A signed original copy of the invoice from Floors@Work by an Authorized Officer of the Company is required.

**Method of Refund:** We do not keep any cash on the premises and as such all refunds will be mailed out/or picked up by the customer or its representative within 7 days of the date of return. The refund cheque will be made payable to the name on the invoice.

NAF warrants AQUA Flooring for defects in material and/or workmanship which relate to joint integrity, manufacturing defects, staining, all pet stains, waterproofing, and wear in accordance with the terms of this warranty and during the stated period of the warranty. The “period of the warranty” shall mean the following:

### NAF AQUA Vinyl Flooring Limited Warranty Periods

Thickness	Attached Pad	Residential Warranty	Light Commercial Warranty
5.0 mm	Yes	30-Years	5-Years
6.0 mm	Yes	30-Years	5-Years
7.0 mm	Yes	30-Years	5-Years
9.0 mm	Yes	30-Years	5-Years

### OBLIGATIONS OF OWNER

Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

AQUA Flooring is warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact your retailer or NAF sales representative.

1. These warranties apply to AQUA Flooring when installed and maintained in accordance with our most recent installation and maintenance procedures. A copy of these procedures is included in each carton of material. For the most up-to-date procedures, please visit [www.floorsatwork.com](http://www.floorsatwork.com). The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.

2. These warranties apply only to the original purchaser and the first installation of the product and are non-transferable. The "original purchaser" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality AQUA Flooring purchases.

## **30 YEAR LIMITED RESIDENTIAL WARRANTY**

1. NAF will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the AQUA Floor. Material installed with visible defects is considered accepted.

2. Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.

3. These warranties do not apply to AQUA Flooring that has been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, damage from plumbing/appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of AQUA Flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and have an adequate protective mat or protective castor cups.

4. The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements or anything not related to the AQUA Flooring. Also, any damage resulting from mold and mildew growth is not covered under these warranties.

5. For the All-Pet Warranty to remain in effect, clean any affected area immediately. Any staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.

6. Walk off mats must be placed at all exterior entrances to protect AQUA Flooring from soil, grit, de-icers, asphalt sealers, and other contaminants capable of damaging AQUA Flooring. Suitable walk off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk off mats should be available for each entrance so walk off mats can be replaced and cleaned weekly during routine maintenance or more often depending upon site and weather conditions. This will prevent walk off mats from becoming the source of tracked-on contaminants. Walk off mats should be large enough to allow adequate soil removal.

7. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). Window coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.

8. These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.

9. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non warranty related repairs are excluded from coverage.

10. Vinyl Flooring can be installed in a single room / area up to 36 linear feet in length or 30 linear feet width. Installations in rooms / areas over 36 linear feet in length or 30 linear feet width must use T-moldings. Otherwise, the warranty will be void.

11. Additional underpad is not required for Aqua if the vinyl floor is already attached with the underpad. No type of cabinets / islands should be installed on the AQUA Vinyl floor. Also, Wheel and office chairs are not recommended.

12. ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED.

By implied warranties NAF means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

## **5 YEARS LIGHT COMMERCIAL WARRANTY**

Our 5-year limited commercial warranty for this quality SPC plank means that for 5 years, from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied with each carton in a commercial environment. Improper installation or workmanship should be directed to the contractor / retailer who installed the floor.

## **WARRANTY EXCLUSIONS**

- Colour fading resulting from overexposure to sunlight's UV rays.
- Planks installed with visible defects.
- Consequential or incidental damages, such as any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring.
- Poor/improper installation including, but not limited to, installation by non-licensed individual(s).
- Improper maintenance or inadequate care, including, but not limited to, mold or mildew growth as a result of excessive moisture accumulation, burns, tears, indentations, stains, or reduction in gloss level due to normal use and/or exterior applications.
- Damage caused by excessive sunlight.
- Gapping, shrinkage, squeaks, fading or structural subfloor related issues. NOTE: Temperature variations such as excessive heat (29°C/85°F) or below freezing (-4°C/25°F and below) may cause temporary expansion or contraction of the product.
- Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.
- Damages caused by urine or other bodily fluids.
- Damages caused by furniture without felt pads or protective covers.
- Damages caused by sharp objects making contact with the floor – including high-heels.
- Other finishes – This warranty covers AQUAPLUS SPC factory applied finish only. The application of any other finishes will void warranty against finish wear.

- Non-Traditional Installations such as installation on walls or ceilings, and usages for purposes other than flooring.
- Claims related to incorrect floor type, model, collection, or color once the floor was installed.
- Installing over non-level surfaces (industry standards - no more than 3/16" in 10')

## **DISCLAIMER**

This limited warranty does not create for or impose upon the manufacturer any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances can FLOORS AT WORK be held responsible or liable to the customer or any other person for any loss of time, inconvenience, expenses, costs, or other incidental, special, or consequential damage and disclaims liability for breach of any other express implied warranties with respect to this product. FLOORS AT WORK is under no obligation to reinstall or replace warranted planks or cover reinstatement costs. No obligation to replace or repair shall be extended to any subfloor materials, adhesives, supplies, or other materials used during removal, installation, or refinishing. The repair of defective product material or the supply of replacement product, are the sole remedies. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another. This warranty shall not be deemed to have failed its essential purpose while FLOORS AT WORK is willing to repair or replace defective goods. Any replacement of good is for ONE TIME ONLY and all expressed warranties are Non-transferable.

For more information, please contact the retailer you purchased from.