SMARTCORE™ Comprehensive Warranty Program

This document details of coverage and limitations for the following warranties for **SMARTCORE™** flooring planks and tiles:

- Lifetime Limited Residential Wear Warranty
- Lifetime Limited Structure Warranty
- Lifetime Limited Waterproof Warranty
- 5 Year Limited Light Commercial Wear Warranty

Lifetime Limited Residential Wear Warranty

The vinyl layer of the floor plank is warranted by USFloors, Inc. not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, USFloors will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of Lifetime Limited Warranties". This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to USFloors' installation instructions. Proper installation includes, but is not limited to the following:
    a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 =/- 0.02 g/cm on a dry content of 48 =/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
2. The flooring must be used only indoors in a climate controlled area.
3. The flooring must be maintained in accordance with USFloors maintenance instructions.
4. This limited warranty does not apply to USFloors moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

Lifetime Limited Structure Warranty

The floor plank and/or tile is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, USFloors will arrange a credit based on the original purchase of the product. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty. This warranty is not transferable by the purchaser of the floor.

Lifetime Limited Structure Warranty Coverage: Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty.

The Limited Lifetime Residential Wear and Lifetime Limited Structure Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads,etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that USFloors products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by USFloors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.

6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
8. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

Lifetime Limited Waterproof Warranty

The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). USFloors moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the floor plank or tile is structurally impugned, resulting from exposure to water, USFloors will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms Of Lifetime Limited Warranties". This warranty is not transferable by the purchaser of the floor.

The Limited Waterproof Warranty does not cover:

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.

Terms of Lifetime Limited Warranties:

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, USFloors will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, USFloors will arrange a credit based on the original purchase of the product or replace the product. USFloors will pay 50% of reasonable labor costs.
- ***Between Year Five - Ten:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, USFloors will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- ***After Ten years:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, USFloors will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

5 Year Light Commercial Limited Wear Warranty

The vinyl layer of the floor plank is warranted by USFloors, Inc. not to wear through under normal medium commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, USFloors will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 10 Year Commercial Warranty". This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walk off mats required)
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk off mats required)
- **Hotels:** Guest Rooms, Conference/Meeting Rooms, Lobby
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- **Institutional:** Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways

This 5 year limited light commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to USFloors' installation instructions. Proper installation includes, but is not limited to the following:
   a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 =/- 0.02 g/cm on a dry content of 48 =/- 1% (weight).

Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).

2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with USFloors maintenance instructions.
4. This limited warranty does not apply to USFloors moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

The 5 Year Light Commercial Limited Wear Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads,etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that USFloors products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by USFloors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
8. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

Terms of 5 Year Light Commercial Limited Wear Warranties:

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, USFloors will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, USFloors will arrange a credit based on the original purchase of the product or replace the product. USFloors will pay 50% of reasonable labor costs.
- ***After Five years:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, USFloors will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

How to Make a Claim

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.