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Warranties as defined below ensure that your Naturesort Vinyl Plank floor will perform properly for the stated warranty period when installed with proper care and maintenance under normal household use.

**Owner's obligation to adhere to the following:**

1. Prior to installation PLEASE Inspect flooring material for any imperfections or manufacturing related defects. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.  
Minor color, shade and/or texture variations are normal. Any variances between actual materials, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition “unacceptable,” the manufacturer should be informed immediately.
2. Ensure LVT flooring is installed in an environment that maintains a temperature range of 65° to 85° Fahrenheit (18° and 29°C) 24 hours for Click product and 48 hours for Glue Down product before, during and after installation.
3. Keep proof of your purchase, such as a bill, invoice or statement from your retailer that shows the date and price you paid for the LVT flooring (including labor).
4. Understand that manufacturer warrants the first quality products—which are used only for recommended Residential Use. Residential use is defined as: use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence. If there is a question as to the type of use that is considered “residential,” please contact your manufacturer representative prior to purchase and installation. **PLEASE NOTE** Residential warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
5. Support furniture with wide, weight-bearing, smooth non-staining floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter, and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion. Make sure any metal protectors are rustproof.  
Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.  
Chair mats designed for hard surface floors are required under all chairs and stools with

casters.

6. Perform proper cleaning and maintenance regularly and as needed.

### NOT Covered by this Warranty

1. Installation of residential product in a commercial environment.
2. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
3. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
4. Manufacturer will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
5. Rolling loads or wheel chairs damage (motorized and non-motorized).
6. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
7. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 ° F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
8. Damage caused by appliances or plumbing leaks.
9. Problems or damage due to moisture or hydrostatic pressure from the sub-floor including pH levels.
10. Flooring installed on stairs is excluded from warranty coverage. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.

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11. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
  12. Damage caused by remodel or construction related activities.
  13. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.