

# Visual Artisan Floors

## LAMINATE

### LIMITED RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

Manufacturer warrants to the original purchaser of its laminate Flooring in North America the following warranties:

#### LIMITED LIFETIME RESIDENTIAL WARRANTY

Visual Artisan Floors warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through, stain or fade from sunlight or artificial light throughout the life of the product when used under normal residential traffic conditions.

\*Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through.

If the product wears through, stains or fades, Visual Artisan Floors will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, Visual Artisan Floors will replace the defective material with an Visual Artisan Floors floor of equal value.

This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

#### LIMITED 10 YEAR COMMERCIAL WARRANTY

Visual Artisan Floors warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through\*, stain or fade from sunlight or artificial light for 10 years after the date of purchase of the product when used under light commercial traffic conditions.

\*Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended.

If the product wears through, stains or fades, Visual Artisan Floors will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be

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discontinued, Visual Artisan Floors will replace the defective material with an Visual Artisan Floors floor of equal value.

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### Light to Medium Commercial Fade Warranty

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.

#### Terms and Conditions

- These commercial warranties apply only to the original purchaser.
- Rolling traffic or heavy traffic is excluded from these warranties.
- These commercial warranties apply only if used in one of the following areas:

#### Retail

Entryway\*  
Sales Floor  
Showroom  
Checkout  
Breakroom  
Dressing Room  
Office  
Storage Room

#### Offices

Entryway\*  
Lobby  
Hallway  
Office  
Conference Room  
Meeting Room  
Breakroom

#### Multi-family Housing

Entryway\*  
Lobby  
Common Area  
Hallway  
Office  
Storage Room  
Individual Housing Unit

#### Doctor's Office

Entryway\*  
Lobby  
Waiting Room  
Hallway  
Nurses' Station  
Office  
Breakroom  
Storage Room

#### Education

Entryway\*  
Lobby  
Hallway  
Office  
Classroom  
Storage Room  
Residence Hall  
Common Area

#### Hotels

Entryway\*  
Lobby  
Hallway  
Guest Room  
Conference Room  
Meeting Room  
Kitchenette  
Lounge  
Office

#### Restaurants

Entryway\*  
Lobby  
Hallway  
Office

\*NOTE: Walk-off mats are required at all entryways.

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/ water exposure.

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Other than the specific warranty identified above, Visual Artisan Floors provides no additional warranties and Visual Artisan Floors does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Visual Artisan Floors is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Visual Artisan Floors representative for questions on performance in specific locations.

#### **Pet Friendly Warranty**

Visual Artisan Floors warrants that this laminate flooring will resist permanent staining caused by pet urine (domestic cat or dog) when thoroughly cleaned. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. Keep pet nails trimmed at all times.

#### **Water Resist Warranty**

Visual Artisan Floors will resist damage from normal wet mopping and everyday household spills. This limited warranty does not apply to moisture damage caused by events beyond everyday household spills, including but not limited to, flooding, standing water, leaking pipes, mechanical failures, appliance leaks or failing to follow the maintenance instructions. When excessive moisture accumulates in buildings or on building materials (for example hydrostatic subfloor moisture) mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture.

#### **GENERAL EXCLUSIONS AND CONDITIONS**

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.
- Damage arising from improper installation (for example installation on an unlevel subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use. Damage arising because the

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flooring is exposed to extreme cold or extreme heat as specified in the provided installation manual.

- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab or subfloor, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, or pipes).
- Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages). EN 2 Ver. 01.20.12
- Damage arising because the flooring is installed in an outdoor area, a solarium, an unenclosed porch, a garage or similar area
- Damage arising because the flooring is not used under normal conditions. Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an act of God (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, furniture, etc.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times. Or damage caused by improper disengagement of the planks.

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- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least ¼" (6 mm) hard plank) on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 2 square inches. It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfer, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered or can reasonably be supposed to have known/discovered that there was something wrong with it. In such cases we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties.

Any implied warranties, including but not limited to the implied warranties for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some

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jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty. The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision.

Questions about your VAF Flooring purchase?

Please contact us at [service@vafhardwood.com](mailto:service@vafhardwood.com)