

Warranty Guide

DRYBACK LVT FLOORING

RIVIO[MC]



LIFETIME STRUCTURAL (RESIDENTIAL WARRANTY

Manufacturer warrants the flooring in their original manufactured condition to be free from defects in material and workmanship including milling, assembly, dimension and grading for a period of one year from the date of purchase.

LIMITED LIFETIME STRUCTURAL AND FINISH (RESIDENTIAL) WARRANTY /15-YEAR FINISH (LIGHT COMMERCIAL) WARRANTY

Our flooring products come with a Limited Lifetime Structural (Residential) Warranty/ Limited Lifetime Finish (Residential) Warranty/ 15-Year (Light Commercial) Finish Warranty. The warranty applies to the original purchaser of the flooring only and guarantees that the surface will not wear-through or peel off for the lifetime of the floor.

Lifetime of the floor, starting from the date of purchase, when used under normal residential traffic conditions, or Fifteen 15] years from the date of purchase, when used under light commercial conditions as defined by the manufacture guidelines.

Installation of the product confirms your acceptance of the product. Failure to follow Pre-Installation and Installation guidelines will void the manufacturer's warranty. The warranty does not cover damage from improper use, care, maintenance or installation, including scratching, exposure to moisture and humidity, water damage, denting, telegraphing, fading, or staining. In the case of standing water or flooding, Home Decorators Collection Flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this limited warranty. For interior household use only. All maintenance instructions must be followed.

Twenty-five [25] years, from the date of purchase, when used under normal residential traffic conditions, or Fifteen [15] years from the date of purchase, when used under light commercial conditions.



TERMS AND CONDITIONS

Breach of the following conditions shall render the warranty null and void;

1. Liability is limited to the original purchase price or cost of repair to affected areas, subject to the discretion of manufacturer;
2. Warranty is NON-TRANSFERRABLE;
3. Warranty does not apply to any product designated as "Closeout," "AS-IS," "Blowout," "Rustic," "Cabin," "Antique," "Tavern," "B-Grade," "Discontinued," Discounted" or" Clearance";
4. The lifetime of the floor is defined as the length of time from installation to resale or from installation to removal, whichever is shorter;
5. Installation constitutes acceptance. The individual planks will vary slightly in color and appearance. The color and appearance of individual samples, panel, and displays may vary slightly from the color and appearance of individual planks;
6. The flooring shall be installed according to Manufacturer's written guidelines;
7. "Residential Use" is defined as the original purchaser owns and resides in the residence of the installation. Rental and Leased properties are excluded.
8. "Light Commercial Use" is defined by conditions and foot traffic which moderately impact the flooring. Examples include small healthcare office spaces, art galleries, boutiques, photography studios, styling salons and rented or leased dwellings. Definitions subject to manufacturer discretion;
9. The floor shall be maintained according to Manufacturer's written instructions;
10. The floor shall not be altered or repaired without prior written authorization from manufacturer;

LIMITATIONS & EXCLUSIONS

The Limited Warranties do not cover conditions caused by improper use or maintenance outlined below;

1. Any wear or reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including (without limitation) those caused by pets, pebbles, sand or otherwise abrasives, construction traffic or failure to maintain the floor as required;
2. Any damage caused by negligence, accidents, misuse, non-approved cleaners, or abuse;
3. Damage caused by furniture, appliances, wheeled items or other such items applied to the face of the material;
4. Installing cabinets or countertops over a floating floor is strictly prohibited and will render this warranty null and void. Manufacturer will not be liable for any associated replacement or repairs regarding such installations.
5. Failure to support furniture, appliances or other items of the like with floor protectors that are appropriately sized, made of non-staining felt, rest flat on the floor and are replaced regularly. The use of rubber, plastic or metal glides is not permitted;
6. Any splits, cracks, grain raising, edge fracturing, crowning/peaking, warping, twisting, expansion/contraction, telegraphing, buckling, mold, mildew or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, improper installation technique and improper environmental conditions;
7. Damage caused by fire, flooding, and other natural disasters and acts of God;
8. Changes in color due to aging, excessive moisture, exposure to sunlight or UV rays will not be considered a defect. All vinyl flooring is sensitive to UV rays and will exhibit some change in color. Area rugs and large furniture should be moved occasionally, as they block sunlight and may cause the flooring to age at different rates or areas of varying coloration;

9. We do our best to have the most accurate representation of our floors in all marketing material and samples. However, variances may appear from digital photographs, printed photographs, sample material, finish texture, finish sheen and color when compared to the actual material. Any exact matches are to be considered coincidental;
10. Color variations between flooring and/or samples and other flooring and/or samples you wish to match are not considered a defect and are not covered under warranty;
11. Accessories (including trim) are not covered under this warranty;
12. Deficiencies related to subfloor or floor joist assemblies, subfloor preparation materials and fasteners, including, but not limited to uneven subfloor surfaces, floor deflection or voids in the subfloor;
13. Noises including but not limited to squeaks, popping, creaks or sounds of the like;
14. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Possible defects should be evaluated by their visibility from a standing position (5 feet up, 2 feet out) under normal lighting conditions;
15. Floors that are installed in other than owner-occupied or tenant-occupied residences;
16. Any shipping, construction or installation-related damage;
17. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills, long-standing water, weather conditions, wet slabs, basements, crawl spaces or high humidity levels;
18. Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes or (i) contrary to written instructions furnished with the product;
19. Surface wear must be readily visible under normal lighting conditions and cover at least five percent [5%] of the surface area. Gloss reduction is not considered surface wear;
20. Any use of non-approved installation or maintenance products including, but not limited to, steam cleaners, string mops, sponge mops, microfiber pads, or pre-treated mopping pads;
21. Any damaged associated with the use of area rugs or protective covers of the like. Please refer to the manufacturer for specific instructions on applications over flooring;
22. Failure to use transitions or expansion space where directed in installation instructions;

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.





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