



LUXFlooring.com

## LIFETIME RESIDENTIAL LIMITED WARRANTY

## 15 YEAR COMMERCIAL WARRANTY

The Lux Flooring Lifetime Residential Limited Product Warranty and the 15 Year Commercial Warranty (the "Product Warranty") covers all Lux Flooring Luxury Vinyl Flooring products purchased from Lux Flooring, Inc., or its approved resellers ("Lux Flooring") for the lifetime of the Buyer (the "Product Warranty Period"). Under the terms of the Product Warranty, Lux Flooring will replace any applicable product in the event that, under normal residential use, the product wears out or develops a significant loss of pattern or color.

**1. Limited Product Warranty.** THE PRODUCT WARRANTY SET FORTH HEREIN IS EXCLUSIVE AND IN LIEU OF ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OR TRADE. LUX FLOORING MAKES NO WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

**2. Notice and Procedure/Claim.** Written notice of any claimed defect must be reported by Buyer within thirty (30) days of its discovery. Notice may be made to Lux Flooring, Inc., PO Box 1247, Lakewood, NJ 08701. Such notice must be received by Lux Flooring within the Product Warranty Period. In the event that products have visible defects at the time of installation, Lux Flooring must receive written notice within fifteen (15) days of installation. Notice must be accompanied by a copy of the original invoice. Upon receipt of the notice, Lux Flooring may send a third-party certified inspector to verify and determine the extent of any defect. Lux reserves the right have material analyzed and reviewed by receiving 3-4 uninstalled planks

Do NOT send partial/cut planks, please properly protect during shipping, and or allow Inspection services to receive the same 3-4 uninstalled planks, for review.

**3. Limited Remedy.** Buyer's sole remedy under the Product Warranty shall be limited to the supply of replacement products for the defective material without charge or, at Lux Flooring's option, a refund of the product's purchase price. Replacement product shall issue from Lux Flooring's regular product lines, and Lux Flooring makes no guarantee that the same flooring product will be available at any time for replacement purposes. Lux Flooring will supply as a replacement product new goods of the same or similar color, design, and grade as the defective product. Correction of any defect by replacement or by refund

shall be issued within a reasonable commercial time. Any services provided as part of this Product Warranty shall not extend or restart the Product Warranty Period. 101 Chase Avenue Suite 304 Lakewood, NJ 08701 (732) 523-4911 info@luxflooring.com luxflooring.com THE PRODUCT WARRANTY SHALL NOT APPLY TO CONSEQUENTIAL OR INCIDENTAL EXPENSES RELATED TO ANY DEFECTIVE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY EXPENSES INCURRED IN THE DISCOVERY, REMOVAL OR REINSTALLATION OF THE AFFECTED MATERIAL, SUCH AS LABOR COSTS, LOSS OF TIME, INCONVENIENCE, OR PROPERTY DAMAGE.

4. Limitation of Liability. Lux Flooring shall not be liable in contract, in tort (including negligence), or otherwise for damage, loss of property, loss of use of property, loss of profits, loss of revenue, claims by customers or agents of Buyer, or for any other special, indirect,

incidental or consequential damages whatsoever. Under no circumstances shall Lux Flooring's liability exceed the purchase price of the goods in respect of which damages are claimed.

5. Non-Transferable. The Product Warranty applies only to the Buyer and the original installation site and may not be transferred.

6. Product Suitability. Lux Flooring is not responsible for determining or guaranteeing the suitability of the goods for the uses and applications contemplated by Buyer other than as stated in the Lux Flooring Luxury Vinyl Maintenance Program (the "Maintenance Program") in the form attached hereto. Such determination shall be the sole responsibility of Buyer.

7. Exclusions. The Product Warranty does not apply to products with slight color or texture variation from factory samples or to products with visible defects at the time of installation absent proper notification under Paragraph 2 above. The Product Warranty does not apply to any scratches, discoloration or other damage caused by any of the following:

(1) Water or moisture, including but not limited to water or moisture trapped beneath the floor, whether due to improper sub-flooring, hydrostatic pressure, the presence of alkalis, or other conditions, and to water or moisture left on the floor, whether due to leaks, humidity, or other conditions.

(2) Sunlight, excessive heat, fire, smoke, or any other contact by lit or heated objects. (3) Subsidence, earthquake, or any other change in the building's foundation or level. (4) Improper cleaning, including machine scrubbers, floor buffers, steel pads, vacuum

cleaner beater bars or any techniques other than those recommended by Lux Flooring under its Maintenance Program.

(5) Improper use, including furniture and castor wheels moved or protected in a manner other than that recommended by Lux Flooring under its Maintenance Program.

(6) Chemical substances other than those recommended by Lux Flooring under its Maintenance Program, whether intentionally or negligently applied.

(7) Abnormal use, including intentional abuse or alteration by any actor, whether or not an agent of Buyer.

(8) Cuts, tears, or punctures caused by sharp objects, including indentations caused by heavy point-loading, such as by high heels.

(9) Improper installation, including the use of any adhesive other than an adhesive recommended by Lux Flooring.

(10) Any wear or reduction in gloss, marks, scuffs, scratches, gouges, dents, or cuts, including (without limitation) those caused by pets/nails, pebbles, sand or otherwise abrasives, construction traffic, or failure to maintain the floor as required.

8. Applicable Law. The Product Warranty grants to Buyer specific legal rights. Buyer may have additional rights under state or federal law.

## LUX FLOORING LUXURY VINYL MAINTENANCE PROGRAM

Lux Luxury Vinyl Tile normally requires only a minimum of routine maintenance to retain its original "like new" appearance and high-performance characteristics for many years.

### GENERAL CARE & PREVENTATIVE MAINTENANCE:

1. Dry cleaning is required to get the loose debris and dusting off the floor, once the pad is full, replace the pads until the floor is cleaned.
2. Wet cleaning with a Bona moisten cleaner pad (Not spray on floor). The moisten pad will clean the surface of the flooring properly. Use cleaners with PH 7 only.
3. Improper Floor Protection: Nylon/hard plastic glides or casters are improper and inadequate floor protection and increases the risk of damage occurring around Tables, Chairs with improper rolling loads.
4. Proper Floor Protection: All movable furniture legs and chair legs or corners must have proper permanent soft felt, clean floor glide protectors installed on all contact points to reduce indentation, wear, scratching and other flooring or finish damage.  
Nylon/Hard plastic, combination of metal/soft felt glides are not recommended due to the angle of the chair legs.
5. Office Chairs Residential/Commercial: Rolling seating chairs in desk areas must have a resilient flooring chair and requires a desk chair mat with a smooth backing installed over the finished floor to protect floor covering in the proper size and thickness,
6. Improper Floor protection includes: Plastic/Metal rolling and swivel type casters with no protection with rolling loads that will damage your surface of the flooring.
7. Avoid direct sunlight for extended period of times that may result in Fading, Curling, Discoloration or Thermal Expansion of the flooring, window treatments and blinds with high U-factor windows are effective ways to reduce the above concerns.
8. Hot surfaces such as Stoves, heaters, any fire/flame may impact the flooring finish, Permanent or discoloration may occur.
9. Asphalt tracking may occur, please use walk off mats in any Residential/Commercial installation with light to moderate or heavy traffic counts.
10. Extreme Point Loads and Rolling/Dynamic Loads: Include improper furniture moving, Heavy Wheelchairs pivoting, rolling lifts, equipment placement, ladders, high heels or any concentrated load that may leave indentations that exceed normal use.

11. Trades: All above work is to be substantially completed at the time of the installation.

#### FLOOR PROTECTION:

"Improper Floor Protection"- Consider, Nylon/Hard plastic glides or casters are improper and inadequate floor protection and increases the risk of damage occurring around Tables, Chairs Along with improper rolling loads.

"Proper Floor Protection"- Consider, All movable furniture legs or corners must have proper permanent floor protectors installed on all contact points to reduce indentation, wear, scratching and other flooring or finish damage.

"Office Chairs"- Consider, Rolling seating in desk areas must have a resilient flooring chair pad with a smooth bottom installed over the finished floor to protect floor covering in the proper size and thickness.

**INITIAL CLEANING OF NEWLY INSTALLED FLOORS:** Before exposing the flooring to traffic, brooms sweep the installation to remove debris and grit that could be ground into the surface and cause scratches and damage. Dry cleaning is required to get the loose debris and dust off the floor, once the pad is full, replace dry/pads until the floor is cleaned. Then proceed to wet cleaning with a Bona moisten cleaner pad (Not spray on floor) The moisten pad will clean the surface of the flooring properly.

**CLEANING:** Only use PH Balanced Neutralized cleaning products. (PH of 7)

Cleaning Vinyl flooring with any other non-neutral cleaners will damage the finish and will void the manufacturer warranties.

#### WARNING:

1. Do not use a vacuum cleaner with a beater bar, machine scrubber, or floor buffer.
2. Do not use steel pads, Scotchbrite pads, SOS pads or similar abrasive pads.
3. Never drag heavy items (furniture, sofas, etc.) across the finished floor without proper protection.
4. IF THE FLOORING AS SUPPLIED WILL NOT SATISFY THE CUSTOMER IN FULL, DO NOT PROCEED TO INSTALL. The decision not to proceed must be made within the first 5% or 100 square feet of flooring boxes opened, whichever is less. Open boxes exceeding this amount will not be eligible for return and will be subject to the evaluation and warranty guidelines.

#### QUALIFIED INSTALLERS REQUIREMENTS:

- Recommended to hire a professional that is certified/licensed in his/her respected installation trades/schools for Resilient Installations per State regulations.

- Recommendations to DIY, Handyman services and or other Licensed or certified installation, or trade related installers are required to abide by All the LUX INSTALLATION, RECOMMENDATIONS, & WARRANTIES TO RETAIN A WARRANTY.