

## RESIDENTIAL PRODUCT WARRANTY

### Lifetime Wear Warranty (Event, Contour & Victory products only)

Tandus Centiva US LLC warrants Tandus Centiva LVT tiles and floor planks against wear out for the lifetime ownership of the original purchaser provided the material is properly installed and maintained and used as intended and recommended. "Wear out" is defined as a complete removal wear layer/pattern/color due to wear from normal traffic and maintenance. If wear out occurs Tandus Centiva will repair or provide replacement material.

#### THIS WARRANTY DOES NOT INCLUDE THE FOLLOWING:

1. Dissatisfaction due to improper installation, maintenance or irregularities caused by sub floor irregularities including installation over existing flooring.
2. Reduction in gloss due to use.
3. Damage due to stains, burns, cuts, gouges, scuffs, scratches, indentations and other accidents and/or abuse. Certain rubber backed mats or solvent based cleaners may cause discoloration.
4. Problems or damage due to moisture (including fungus discoloration), alkali or hydrostatic pressure in sub floor (vapor emissions are higher than 6 lbs/1000 sq. ft. or 75% relative humidity within 24 hours tested in accordance to ASTM standard guidelines or having higher than 9 pH).
5. Color shade variations from samples or printed illustrations compared to actual production runs.
6. Installation of flooring over particleboard, chip wood, Luan or pressboard.
7. Installation where material was not installed with Tandus Centiva LVT recommended adhesives in accordance with Tandus Centiva specification and recommended use.
8. Installation in temperature ranges other than those in accordance with Tandus Centiva LVT guidelines.

The moisture level from the concrete should not exceed 6.0 lbs/1000 sq. ft. (CC) or 75% relative humidity in a 24 hour time period.

### Manufacturing Defects

Tandus Centiva US LLC warrants that its first line quality flooring material is free from manufacturing defects (workmanship and/or material) and will replace defective floor covering and reasonable installation costs for a period of up to one (1) year from the date of purchase. Tandus Centiva will not pay labor costs to repair or replace materials that were apparent before or at the time of installation. Inspection by an authorized Tandus Centiva representative may be necessary to verify that a manufacturing defect exists, or you may be requested to submit samples to the technical laboratory for analysis. Tandus Centiva will repair defective areas for a period of up to one (1) year from date of purchase. If replacement is required in accordance with this warranty and the defective material or pattern has been discontinued or unavailable, Tandus Centiva reserves the right to select and supply similar Tandus Centiva replacement material; otherwise the same material will be supplied for replacement purposes. Tandus Centiva will also pay reasonable labor costs. If a manufacturing defect is found, Tandus Centiva should be notified promptly.

### Workmanship

Tandus Centiva does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor.

This warrant is made solely to the original purchaser of Tandus Centiva first quality flooring material and is not transferable under any circumstances. This warranty is expressly in lieu of any other expressed warranty. No representative, employee, or agent of Tandus Centiva US LLC or any other person is authorized to assume for Centiva and additional liability or responsibility in connection with Tandus Centiva's floorcovering except as described above. Implied warranties or merchantability and fitness for a particular purpose are limited to a period of one (1) year from the date of purchase. In no event shall Tandus Centiva be liable for indirect, consequential or incidental damages of any kind.

Claims under this limited warranty must be made in written form and addressed to the following:

Tandus Centiva US LLC  
311 Smith Industrial Blvd  
PO Box 1447  
Dalton, GA 30722-1447

*Tandus Centiva US LLC reserves the right to update the standard procedures and specifications at any time.  
For commercial and residential LVT maintenance instructions, please refer to the current LVT maintenance program sheets.*