



Vinylinx Luxury Vinyl Flooring Warranty Guide

Vinylinx warrants the Vinylinx Luxury Vinyl Flooring to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below. **Modern, Rainbow Collection, 3mm thickness, and Hive Collection, 3.2mm thickness, all with 12 mil wear layer, have a 15-year residential warranty and a 10-year light commercial warranty; Herringbone, Connoisseur Collection, 3mm thickness, with 22 mil wear layer, have a 25-year residential warranty and a 15-year light commercial warranty.** The wear layer of the flooring is warranted by Vinylinx not to wear through under normal use for the length of the warranty. Gloss reduction or surface scratches are not considered surface wear.

This limited warranty applies only to the original purchaser, to product in its original installation, is prorated and is not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by this warranty, the original purchaser must contact the dealer within thirty (30) days of detecting the issue to describe the problem.

Vinylinx reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If the original product is no longer available, Vinylinx may substitute with a reasonably comparable product.

This Limited Warranty is made subject to the following conditions:

- The product must be stored in a dry place.
- The product must be installed indoors within temperature between 18 to 28°C, in accordance with applicable installation instructions, and maintained in accordance with the Vinylinx care and maintenance procedures.
- This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) water will evaporate before passing between the planks to the subfloor or damage the planks.
- This warranty does not cover damage to the finish as a result of incorrect maintenance, accidents, neglect, or abuse, to include damage such as scratches, indentations, or discoloration. All claims against surface wear must be easily visible and be at least 10% of the entire floor. Gloss reduction is not considered surface wear. In the event of a finish defect, Vinylinx will, at our option, repair the defective tiles, replace the defective tiles, or refund the amount equal to the price paid for the portion of the defective tiles at an amount prorated from the date of installation. This is the sole and exclusive remedy under this warranty.
- Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

Warranty Exclusions

This warranty does not cover claims regarding damage such as scratches, indentations, or discoloration, resulting from lack of proper maintenance, misuse, negligence, spiked-heel shoes, pets, insects, water, moisture, fire, pebbles, sand, or other abrasives, insufficient protection on furniture, wet-mopping, excessive heat or dryness, failure to maintain proper levels of temperature, or failure to follow all of the Vinylinx maintenance and care instructions. Use of floor care products other than those especially formulated for use on the Vinylinx floorings may damage your floor and void this warranty. See your dealer or contractor for the Vinylinx approved floor care products.

Vinylinx considers floorings that have been installed as that which has been accepted as ordered. Prior to the installation, the homeowner, dealer, or installer, has the responsibility to inspect the product to ensure proper color, size, integrity of structure, and finish. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. Vinylinx assumes floorings that have been installed as that which has been accepted. This warranty does not cover claims for products that have been installed with visible signs of defects or variances.

If you have a warranty claim, contact the dealer or contractor from whom you purchased the material or contact Vinylinx at www.vinylinx.com.