

LG Wood Collection COMMERCIAL SHEET VINYL **PRODUCT WARRANTY**



Product must be inspected prior to installation for visible defects or variation (colour, quality) to that ordered. Once installed, warranty will apply only to defective product. Any variations in product will be deemed to have been accepted if installed. A 10% colour variation from sample to supplied product is considered acceptable.

PRODUCT

NFD warrants its commercial flooring products to be free from manufacturing defects and wear-out for (see applicable products and years below) by appropriate maintenance for commercial use.

WORKMANSHIP:

NFD does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Floors should be professionally installed by contractors who have demonstrated expertise in installing commercial floors.

TERMS OF WARRANTY:

- The floors are correctly installed over a properly prepared subfloor.
- The floor is regularly maintained using an approved maintenance system as laid out in the Maintenance Manual and using properly maintained equipment and appropriate cleaning tools.
- Within One Year: If a defect covered by this warranty is reported to NFD in writing within one year of purchase, NFD will supply new material of the same or similar grade sufficient to repair or replace the defective material. NFD will also pay reasonable labour costs.
- Within Two Years: If a defect covered by this warranty is reported to NFD in writing after one year but within two years of purchase, NFD will supply new material of the same or similar grade sufficient to repair or replace the defective material. NFD will also pay fifty percent of reasonable labour costs.

- After Two Years: If a defect covered by this warranty is reported to NFD in writing after two years but within (see applicable products and years below) of purchase, NFD will supply new material of the same or similar grade sufficient to repair or replace the defective material. NFD will not pay labour costs.
- NFD will not pay labour costs to repair or replace materials with defects that were apparent before or at the time of installation.

WARRANTY PERIODS:

Note: The warranty period will not be changed once a complaint has been recognized and resolved.

CLAIMS

- Warranty applies to original purchaser only
- Proof of purchase is required for all claims
- Claims for wear must show a minimum 1 inch diameter
- Guarantee is pro rated based on amount of time floor has been installed
- To file claim under warranty contact authorized dealer where product was purchased

APPLICABLE PRODUCTS AND YEARS

	5 Years	10 Years
Wall Sheet	▪ Medistep	
Homogeneous Vinyl Sheet		▪ Space
Heterogeneous Vinyl Sheet	▪ Smart	▪ Safe Road ▪ Wood Collection

EXCLUDED FROM WARRANTY

- Improper Installation and/or maintenance
- Misplacing or lifting the product, due to improper/poor usage of adhesive or tackifier
- Damage due to inadequate floor smoothness
- Discontinued product or specific colour
- Misuse and abuse by end users
- Problems arising from excessive moisture, alkaline, or water pressure from the subfloor
- Differences in colour between products and samples, photographs or electronic Medium
- Discoloration due to U.V. light, heat sources
- Surface scratches, changes in shading, texture, and/or gloss during use
- Damage caused by improper storage and handling prior to installation
- Damage due to inadequate protective matting at entryways and landings
- Excessive wear from the presence of sand and/or grit on installed material
- Indentations or damage from improper loading including high heels, spiked shoes, rolling loads, chairs and other furniture not using floor protectors
- Damage caused by chemically reactive materials, carpet crocking, dye, mold, stains, spillages, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing
- Loss of any surface treatment features (e.g. anti-iodine) under following conditions:
 - After buffing and/or waxing
 - Improper, inadequate maintenance
- Damages (scratches, abrasion) on surface due to long-term usage and/or heavy traffic
- Damage caused by improper shipment, delivery or storage
- Damages and/or discoloration due to exterior installation
- NFD excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than on the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warrant

PRODUCT WARRANTY