



WARRANTY

ARTIFLOOR OFFERS THE PRESENT WARRANTY PROGRAM ON ALL ARTIFLOOR'S FLOORING PRODUCTS INSTALLED AND MAINTAINED IN ACCORDANCE WITH ARTIFLOOR'S GUIDELINES. THIS WARRANTY PROGRAM APPLIES TO RESIDENTIAL AND COMMERCIAL INSTALLATION.

WARRANTY PERIOD

THE WARRANTY TAKES EFFECT FROM THE DATE OF PRODUCT PURCHASE

DOMESTIC WARRANTY

ARTIFLOOR PROVIDES A LIFETIME WARRANTY FOR DOMESTIC USE.

COMMERCIAL WARRANTY

ARTIFLOOR PROVIDES A 15 YEARS WARRANTY FOR COMMERCIAL USE.

GENERAL CONDITIONS

1. ARTIFLOOR WARRANTS THAT ARTIFLOOR VINYL PLANK WILL NOT REQUIRE REPAIR OR REPLACEMENT DUE TO 'GENERAL WEAR AND TEAR' FROM NORMAL USE FROM THE DATE OF PURCHASE.
2. ANY FLOORING INSTALLED WITH VISIBLE DEFECT IS NOT COVERED BY THIS LIMITED WARRANTY.
3. ARTIFLOOR WARRANTS THAT THE PRODUCT IS FREE OF MANUFACTURING AND VISUAL DEFECTS. EACH PIECE SHOULD BE CAREFULLY INSPECTED PRIOR TO INSTALLATION. FLOORING INSTALLED WITH VISIBLE DEFECT IS NOT COVERED BY THIS LIMITED WARRANTY. ALL PRODUCTS PURCHASED FOR AN INSTALLATION SHOULD BE INSPECTED. ONCE THE FLOORING HAS BEEN INSTALLED IT HAS BEEN DEEMED VISUALLY ACCEPTABLE OF THE STANDARDS OF CUSTOMER'S EXPECTATIONS.
4. ARTIFLOOR WILL REPLACE ANY FLOORING WHICH IS PROVEN TO BE DEFECTIVE, AT THE SOLE DISCRETION OF ARTIFLOOR.
5. IF THE PRODUCT IN REQUEST IS NO LONGER AVAILABLE, ARTIFLOOR GUARANTEES THAT IT WILL BE REPLACED BY AN ALTERNATIVE PRODUCT OF THE SAME OR SIMILAR STYLE, SIZE, COLOUR AND GRADE QUALITY.
6. ARTIFLOOR RESERVES THE RIGHT TO FINAL JUDGEMENT REGARDING THE APPROVAL FOR ANY REPLACEMENT OF ARTIFLOOR PRODUCTS.

CLAIM PROCEDURES

IN THE EVENT OF A CLAIM, THE APPROPRIATE CLAIM FORM ALONG WITH SUPPORTING PHOTOS SHOULD BE COMPLETED AND RETURNED WITH A COPY OF THE PURCHASE INVOICE. THE CLAIM MUST BE SUBMITTED THROUGH THE COMPANY FROM WHICH THE PRODUCT WAS PURCHASED. UPON RECEIPT OF THE WRITTEN CLAIM, WE WILL WORK EXPEDITIOUSLY TO SETTLE THE MATTER BUT RESERVE THE RIGHT TO INSPECT THE CLAIMABLE FLOOR.

EXCLUSIONS (NOT LIMITED TO)

DOES NOT COVER FLOORING THAT HAS BEEN DAMAGED BY INCORRECT INSTALLATION AND MAINTENANCE

DOES NOT COVER FLOORING THAT HAS BEEN INSTALLED WITH VISIBLE DEFECTS

DOES NOT COVER FLOORING THAT HAS BEEN DAMAGED BY PEBBLES, GRIT, ABRASIVES, CASTER WHEELS, VACUUM BEATER BAR, HIGH HEAL OR CLEATED SHOES, CHEMICALS, FIRE OR BURNS, INTENSE SUN LIGHT AND HEAT

DOES NOT COVER FLOORING THAT HAS INDENTATIONS, SURFACE SCRATCHES, SCUFFING AND BURN MARKS

DOES NOT COVER LOSS OF GLOSS DUE TO LACK OF MAINTENANCE

DOES NOT COVER STAINING FROM USE OF MATS NOT LABELED 'NON-STAINING'

DOES NOT COVER FLOORING THAT HAS BEEN DISCOLOURED BY PROLONGED DIRECT SUNLIGHT CONTACT

DOES NOT COVER FLOORING THAT HAS BEEN DAMAGED BY MISUSE

ALTHOUGH THIS PRODUCT IS NOT SUSCEPTIBLE TO DAMAGE FROM MOISTURE, EXCESSIVE SUBFLOOR MOISTURE IS AN IDEAL BREEDING GROUND FOR MOULD, MILDEW, OR FUNGUS. THE LIMITED WARRANTIES DO NOT COVER DISCOLOURATION FROM MOULD OR FROM FLOODING, LEAKING PLUMBING OR APPLIANCES, WATER ENTERING THROUGH DOORWAYS THAT LEAD OUTSIDE.

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