ArtiFloor

# TIMBERLAND 2.5 VINYL

WARRANTY

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## Warranty Coverage

ArtiFloor provides this comprehensive warranty program for all ArtiFloor flooring products within ArtiFloor's **Timberland 2.5 Vinyl** product range (also sold as the *Timberland 2.5mm* and *Timberland 2.5mm Vinyl* product range), applicable to both residential (domestic) and commercial installations. This warranty is strictly contingent upon the products being installed and maintained in absolute accordance with product range's official ArtiFloor Installation and Maintenance guidelines.

This warranty is non-transferable and applies only to the original purchaser at the initial installation site.

This warranty does not cover any costs related to rectification work other than the supply of new flooring and scotia beading if needed. Expenses for repainting, removal of fixtures or furniture, accommodation, and any other related costs are explicitly excluded from this warranty.

## Warranty Period and Commencement

All warranty coverage commences precisely on the original date of product purchase.

| Application Type | Warranty Coverage Period |
|---|---|
| Residential / Domestic | Lifetime Limited Warranty |
| Commercial | 15-Year Limited Warranty |

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## Terms of Coverage

- ArtiFloor warrants that the products under this warranty will not require repair or replacement due to general wear and tear resulting from normal, everyday use.
- ArtiFloor warrants that all products covered are free from manufacturing and structural defects at the time of delivery.
- In the event that a warranted product is discontinued or unavailable, ArtiFloor guarantees replacement with an alternative product of equivalent or similar style, size, colour, and grade quality.

## Pre-Installation Inspection & Acceptance

- All individual flooring pieces must be thoroughly inspected for visual defects prior to installation.
- Installation constitutes absolute acceptance of the product's visual condition. Once the flooring is installed, it is legally deemed to have met the aesthetic standards and expectations of the customer.
- Any flooring pieces installed with pre-existing, visible defects are strictly excluded from this limited warranty.

## Claims Process and Evaluation

- All warranty claims must be submitted directly through the original retailer or company from which the product was purchased.
- Claims must include a completed official claim form, comprehensive supporting photographic evidence, and a valid copy of the original purchase invoice.
- Upon receipt of a written claim, ArtiFloor will expedite the review process but reserves the right to physically inspect the installed flooring.
- ArtiFloor retains the exclusive right of final judgment regarding the verification, approval, and authorization of any product replacements or remedies.

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## Warranty Exclusions and Limitations

This limited warranty does not cover damage, degradation, or performance failures resulting from:

- Impact or wear caused by pebbles, grit, abrasives, castor wheels, vacuum cleaner beater bars, high heels, or cleated footwear;
- Contact with harsh chemicals, fire, burns, intense sunlight, or extreme localised heat;
- Surface scratches, scuff marks, indentations, burn marks, or a loss of gloss caused by inadequate maintenance;
- Staining resulting from the use of mats or rugs not explicitly labeled as "non-staining";
- Defective or non-compliant installation and maintenance practices: Please refer to the appropriate Installation and Maintenance Manual for the product manufacturer's guidelines.
- General abuse, neglect, or abnormal physical stress *(such as that created by placing stone kitchen benches directly on top of the flooring)*; and
- Moisture and Environmental Conditions: While the flooring material itself is moisture-resistant, this warranty does not cover discolouration caused by mould, mildew, or fungal growth originating from excessive subfloor moisture. Flooding is defined as the overflow of water beyond its normal confines, including but not limited to, natural disasters, burst pipes, faulty appliances, or external weather entering through exterior doorways (such as excessive rainfall leading to standing water). Any flooring damage caused by such events is excluded from warranty coverage, and any issues arising from these conditions will void this warranty.