

WARRANTY



PRODUCTS & COVERAGE

IVC US, Inc. (IVC) warrants that its lifeproof™ vinyl flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear, fade or stain resulting in loss of original pattern and color, and the structural integrity of the flooring itself will not be materially damaged by water exposure*, for a specified length of time from the date of purchase as set forth in the Warranty Coverage Chart on the right. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the lifeproof™ Installation Instructions.

PRE-INSTALLATION

IVC warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. IVC will not be responsible for any claim for flooring installed with visual defects.

INSTALLATION

This Limited Warranty covers materials only provided that such flooring is installed according to the lifeproof™ Installation Instructions. These Instructions are revised periodically and floors must be installed according to the current Instructions at the time of installation. Please check homedepot.com for the current lifeproof™ Installation Instructions.

REPLACEMENT/REPAIRS

IVC reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If IVC repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that IVC repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

Warranty Coverage	Manufacturing Defect, Wear, Fade, Stain, and Water Damage*
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Wear Layer	Residential	Commercial
12mil (0.3mm)	Limited Lifetime	10 Years Light**

*DEFINITIONS / To Be Covered:

Wear: must be through the wear layer to the degree that the printed pattern is affected or altered.

Fade: must be to the degree that the floor is permanently discolored.

Stain: must be from normal household cleaning agents, chemicals or routine care & maintenance.

Water Damage: covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

****Light commercial:** refers to environments such as private offices, common areas in multiunit dwellings, reception areas and public buildings or businesses which are not subject to frequent and harsh traffic.

TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period and reported to IVC, then IVC will supply new flooring material of similar color, pattern and quality to replace the defective area.

IVC reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

EXCLUSIONS

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper cleaning solutions or finishes, unevenness or irregularities. Refer to the lifeproof™ Installation Instructions for more details.
- Damage caused by fire, burns, abuse, flooding, spills, scratches, abrasive scouring pads, scuffing, staining, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or “as is”.
- This flooring should not be used to seal an existing floor from moisture, it is a floating floor which is waterproof, but this flooring cannot prevent problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- Only installation techniques described in the lifeproof™ Installation Instructions are warranted. IVC does not warrant lifeproof™ installations involving custom cutting, such as 45-degree mitered corners and serpentine edges. IVC does not warrant lifeproof™ installations in which the flooring is adhered (glued or nailed) to the substrate, as lifeproof™ is a floating floor.
- **LOSS DUE TO LOSS OF TIME, INCONVENIENCE, INCIDENTAL EXPENSES (SUCH AS TELEPHONE CALLS, LABOR AND/OR MATERIALS) INCURRED IN THE REMOVAL OR REINSTALLATION OF THE AFFECTED MATERIAL, AND ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state or province to province.

THIS LIMITED WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED.

Please keep your receipt or obtain it from The Home Depot®. IVC requires the receipt in order to verify date of purchase to help resolve any problems.

WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site, is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

How to File a Claim

If you find a defect or other matter covered by the Limited Warranty described above, promptly notify The Home Depot store that sold you the floor covering material. The Home Depot store will review, and if necessary, file a claim with IVC as well as help you answer any questions you may have.

After a warranty claim is properly filed, IVC's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with IVC and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.
