



Luxury Vinyl Flooring (“LVT”) Warranty

This limited warranty from Green World Industries extends only to the original purchaser and to flooring installed in its original installation location. All of Green World Industries’ warranties, including this limited warranty, are non-transferable. No installer, retailer, dealer, distributor or agent or employee of Green World Industries may expand or alter the obligations or limitations of this limited warranty or any Green World Industries’ warranty. The original receipt, as proof of purchase, is required to submit a valid warranty claim. To submit a warranty claim, the original purchaser should immediately contact the dealer where the product was purchased and describe the problem.

INSTALLATION

Your Green World Industries LVT should be professionally installed by contractors who have demonstrated expertise in installing this type of floor covering product. Otherwise, no labor costs will be covered under this warranty. Green World Industries does not warrant the installation of the product or the workmanship of installers. Errors and deficiencies in installation should be directed to the installation contractor. The LVT must be installed correctly per industry standards over a properly prepared sub-floor and regularly and properly maintained. LVT should not be subjected to extreme temperature variations.

CONSUMER DUTY TO INSPECT LVT FLOORING PRODUCT PRIOR TO INSTALLATION

DO NOT INSTALL LVT if it appears to be defective in any manner whatsoever prior to installation. DO NOT INSTALL LVT if it appears to be the wrong product or color. The consumer and/or installer is/are responsible for inspecting the product in good lighting before permanent installation. LVT with obvious defects in quality, color, or appearance should not be installed. Green World Industries is not responsible for labor costs to replace LVT that was visibly defective prior to installation and installed despite the defects.

GREEN WORLD INDUSTRIES’ RIGHT TO INSPECT FLOORS WHILE INSTALLED

In the event of a claim, Green World Industries has the absolute and un-waivable right to inspect its floors while they are still installed. Failure to allow Green World Industries its right to inspect the floors while they are installed voids all warranties whatsoever, express or implied.

REPLACEMENT/REPAIRS

In its sole discretion, Green World Industries reserves the right to repair any LVT or use an installer of its own selection to replace the LVT product. If Green World Industries repairs or replaces a LVT product as a result of a warranty claim, the consumer is required at its own expense to remove, store and re-install all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are the consumer's responsibility. The replacement product is warranted to the original purchaser for the remainder of the original warranty period. Green World Industries recommends that appropriate replacement stock of the LVT product be kept if needed for future product repair or replacement.

COVERAGE

This limited warranty covers only manufacturing defects and loss of original pattern and color due to stain, fade or wear, provided that the LVT covered by this limited warranty is (i) installed and maintained according to industry standards and the LVT Installation Instructions and (ii) subject only to normal residential, light commercial use or commercial, as further detailed for the specific LVT product purchased. Residential warranties apply to products installed in non-commercial, owner-occupied, residential premises (single-family homes, condominiums, town houses, etc.). Residential rental units fall under the commercial or light commercial warranty only. Light commercial implies light traffic and residential cleaning practices. Commercial implies high foot traffic as well as routine and scheduled maintenance protocols.

MANUFACTURING DEFECTS WARRANTY

Green World Industries provides a limited warranty to the original purchaser of its products that, if properly installed and maintained, the products shall remain free of manufacturing defects for the indicated period of time indicated on the authorized retailer’s sample or the product box, starting from the date of original purchase, as long as the original purchaser owns the property. The product will be manufactured according to the floor covering industry’s standards with tolerances deemed acceptable in the industry in quality and appearance variations. Green World Industries will replace or repair defective materials including reasonable labor costs during the first five (5) years from the date of the original purchase. If the owner hires a third party to install the product, the owner is responsible for installation and installation deficiencies. Material installed with obvious defects will not be covered by any warranty



and the product will be deemed acceptable by the owner or installer once installed and will not be covered by this warranty. This warranty is subject to restrictions and limitations outlined in the Conditions/Exclusions and Limitations sections.

WEAR, STAIN AND FADE WARRANTY

Green World Industries provides a limited warranty to the original purchaser that its LVF products will not wear, stain or fade from normal use for the period of time specified on the authorized retailer's sample or the product box, starting from the date of original purchase. Green World Industries requires that the LVF be installed and maintained in accordance with the installation instructions and industry standards and subject to normal residential, light commercial use, or commercial, depending upon the specific product purchased. This limited warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

Definitions:

- Wear must be through the wear layer to the degree that the printed pattern is altered.
- Fade must be to the degree that the floor is permanently discolored.
- Stain is defined as a permanent change in color of the surface of the product caused by common household food, beverages, and recommended cleaning products as indicated in our Care and Maintenance Guide.

PET-PROOF WARRANTY

Green World Industries provides a limited warranty to the original purchaser that its LVF products will resist staining from pets (domestic dog or cat) including pet feces, urine and vomit for the indicated period of time specified on the authorized retailer's sample, starting from the date of original purchase so long as the product is properly installed and maintained. This pet-proof limited warranty covers staining defined as a permanent change in color of the surface of the product after proper spot cleaning as outlined in the care and maintenance guide. This limited warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

WATERPROOF WARRANTY

Green World Industries provides a limited warranty to the original purchaser that its LVF products will be waterproof and that the structural integrity of the flooring plank will not be significantly diminished by topical exposure to water for the indicated period of time specified on the authorized retailer's sample beginning from the date of original purchase. Although the flooring planks integrity will not be affected by moisture, it is probable that when excessive moisture flows over the edge of the flooring surface onto the subfloor or into other surrounding structures/building materials or where there is standing water, mold or mildew growth can occur. LVF is not a moisture barrier.

This limited warranty excludes damage from mold and mildew growth due to prolonged exposure to moisture, damage to surrounding structures such as, but not limited to, subfloors, walls, fixtures, furniture, underlayment, moldings, trims or subfloor heating systems. 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 under the floor. This warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

CONDITIONS/EXCLUSIONS

The residential limited warranty is not transferable and applies only to the original purchaser of the LVF product, not to any subsequent owner or user of such product, regardless of how such ownership or use arises. The light commercial limited warranty is not transferable and applies only to the original purchaser of the LVF product, not to any subsequent owners or users of such product, regardless of how such ownership or use arises. Copies of the original sales receipt must be maintained. This warranty applies only where the affected area of the LVF is visible and covers an area greater than 10% of the room. The following are excluded/not covered by this limited warranty:

- Claims arising out of scratches and dirt. Some products tend to show more scratches and dirt due to color and may require more care and maintenance.
- Shading claims for an overall white product that touches another white plank or tile floorcovering.
- Damage caused by improper installation (including but not limited to improper adhesives and improper subfloor preparation as outlined in the Installation Instructions) is not covered under this warranty.
- Damage caused by fire, smoke, flooding, natural disaster, casualty, plumbing or appliance leaks, negligence, abnormal use, or intentional abuse.



- Damage caused by exposure to extreme heat, temperature variations, freight, accidents, intentional abuse, misuse, improper care and maintenance, vacuum cleaner beater bars or caster wheels, indentations, improper rolling loads, use of chairs or other furniture without proper floor protectors or caster wheels, cuts, surface scratches, impact, changes in color or sheen appearance when exposed to a natural light source, subfloor conditions, fire or smoke damage, flooding caused by floods and/or natural disaster, water or liquid intrusion, exterior application or modification, alterations, repair or service by a non-authorized third party, or construction-related damage.
- Minor shading, color or texture differences between samples, photography, and delivered product, all of which will be determined in Green World Industries' sole discretion. Green World Industries cannot guarantee a perfect match between samples, photographs, and the produced product. Production runs are dye lot sensitive and may vary. There may be minor differences in color, shading, and texture between the dealer's sample, photography, and the finished material and from one production run or dye lot to another.
- Damage arising out of the use of the LVF products to seal an existing subfloor from moisture, as LVF products will not inhibit the growth of mold or mildew associated with or caused by flooding, excessive moisture, hydrostatic pressure or alkalis found within a subfloor.
- Damage from any urine, feces, or vomit stains other than from pets (domestic dog or cat).
- LVF products used for athletic playing surfaces, any recreational activity, or inappropriate end user activities.
- LVF that has been cut or altered.
- Installation of LVT that is not the product ordered or is the wrong style or color, and/or the installation of product with visible defects. Visible defects include but are not limited to defects in shading, surface sheen, squareness, and product color. Labor is excluded on products installed with these issues or visible defects.
- Damage to surrounding structures such as, but not limited to walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating systems, or anything that is not the floor plank.
- The waterproof limited warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trim, underlayments, radiant heating elements, or anything unrelated to the LVT flooring products.
- Damage from neglect, pets, pebbles, other abrasives, insects, spike-heeled shoes, or improper maintenance.
- Flooring used outdoors.
- Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing.
- Discoloration or expansion from heat or sunlight. Avoid exposure to long periods of sunlight. Green World Industries **requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not overheated due to this exposure.** This type of exposure can induce expansion which may cause buckling. Direct sunlight voids all warranties, express or implied; furthermore, the consumer shall assume full responsibility for any failure of the flooring, and Green World Industries shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight.
- Normal wearing of the finish in high traffic areas, pivot points, and seating areas.
- Moldings and accessories are excluded.
- The following substances must be cleaned promptly from the LVT as they can discolor the grout lines or product and will not be covered under this warranty: ink, iodine, Mercurochrome, Betadine, dyes, asphalt, tar, grease, baking grease, cooking oils, bleach, and nail polish and nail polish remover.
- In the event of a claim, Green World Industries has the right to inspect the LVT floors while they remain installed. If the floors are uninstalled prior to submitting a claim to Green World Industries or prior to an inspection by Green World Industries, all warranties are voided and there will be no claims covered by Green World Industries.

LIMITATIONS: The following limitations and conditions also apply:

- All installation and maintenance instructions must be strictly followed. The consumer must contact the authorized retailer for details if he or she has any questions.
- Change in surface gloss in traffic areas is normal and not covered by this warranty.
- Industry standards allow a maximum 5% irregularity in production. Such defects may be manufacturing related or natural. Should there be any indication whatsoever that a piece of flooring may be defective due to manufacturing or factory finish, **it should not be installed.** Installation of flooring that is the wrong product, wrong, color or contains any visible manufacturing defect is not covered by this warranty. Green World Industries must be informed in writing of such defects within a reasonable time. What constitutes a "reasonable time" will be determined at the sole discretion of Green World Industries.



- This limited warranty does not apply to any product designated as off-goods including, but not limited to, second quality, specials or non-standard items, or products designated or sold "AS IS". There are no warranties, express or implied, on these types of products.
- Green World reserves the right at any time to modify or discontinue any of its products and will not be liable for changes. If the original product or color is no longer available, Green World Industries may substitute with reasonably comparable products.
- A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand or dust from damaging the flooring.

GREEN WORLD INDUSTRIES DOES NOT GRANT TO ANY PERSON, RETAILER, OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. GREEN WORLD INDUSTRIES SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE LVF PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY GIVES SPECIFIC LEGAL RIGHTS TO THE CONSUMER, WHO MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE. THE CONSUMER MUST KEEP THE ORIGINAL RECEIPT AS GREEN WORLD INDUSTRIES REQUIRES THE ORIGINAL RECEIPT IN ORDER TO VERIFY DATE OF PURCHASE.

CLAIMS

If a claim arises, it must be submitted to Green World Industries in writing by the authorized retailer, within a reasonable time after the alleged defect or issue is discovered by the original purchaser. What constitutes a "reasonable time" will be determined at Green World Industries' sole discretion. A Green World Industries claim form must be used and must identify invoice number, lot number, invoice date, the LVF product collection, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed LVF product. The original sales receipt must be produced. Green World Industries has the absolute right to inspect the goods while they are installed and reserves the right to inspect or test the product **while it is still installed**. Failure to allow Green World Industries to inspect the LVF floors while they are installed voids all warranties whatsoever, express or implied and no claims will be honored.

If Green World Industries determines replacement LVF product is necessary, and the identical LVF product is not available, Green World Industries will, at its sole discretion, provide an LVF product of comparable quality, color and value. In the event that Green World Industries repairs an LVF product, this limited warranty shall remain in effect with respect to such repaired LVF product. The repaired or replacement product is warranted to the original purchaser for the remainder of the original warranty period. The above described remedies are the consumer's sole and exclusive remedies for claims under this limited warranty.

If Green World Industries reimburses the consumer for the flooring under the terms of these warranties, Green World Industries will credit a percentage of the original floor purchase price according to the proration chart below. Warranty for each flooring product is indicated on the retailer's sample.

RESIDENTIAL PRORATION SCALE

| Claim Reported | Lifetime Limited | 30Year Limited | 25Year Limited | 15Year Limited | 10Year Limited | 7 Year Limited | 5 Year Limited |
|---|------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 1 st to 5 th Year | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 6 th to 10 th Year | 75 % | 75% | 75% | 50% | 25% | 10% | N/A |
| 11 th to 15 th Year | 50% | 50% | 50% | 10% | N/A | N/A | N/A |
| 16 th to 20 th Year | 35% | 35% | 35% | N/A | N/A | N/A | N/A |
| 21 st to 25 th Year | 25% | 10% | 10% | N/A | N/A | N/A | N/A |
| 26 th to 30 th Year | 10% | 5% | N/A | N/A | N/A | N/A | N/A |
| 31 st and beyond | 5% | N/A | N/A | N/A | N/A | N/A | N/A |

COMMERCIAL PRORATION SCALE

| Claim Reported | Material Allowed | Labor Allowed* |
|--|--|--------------------------|
| 1 st Year | Material to Repair or replace defective material | Reasonable Consideration |
| 1 st to 5 th Year | Material to Repair or replace defective material | 50% Labor |
| 5 th to 10 th Year | Material to Repair or replace defective material | No labor |

*reasonable labor costs shall be determined by Green World Industries in its sole discretion.



NOTE: SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO OTHER WARRANTIES BEYOND THIS EXPRESS LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED. NO IMPLIED WARRANTIES OF ANY KIND OR CHARACTER ARE PROVIDED.

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For additional information, please contact Green World Industries Technical Services at 713-983-8109