

Natchez 5.0mm SPC - US Warranty

Limited Warranty

General Terms: This warranty document covers Natchez floor covering ("The Product"), a 5.0-mm thick high-performance rigid core floating floor covering that includes a 0.3-mm (12-mil) wear layer. The installation and maintenance instructions of "The Product" must be followed along with accepted industry practices. This pro-rated limited warranty is not transferable and only applies to the original purchaser. No exclusions or exceptions will be made to any clause within this limited warranty.

This limited warranty covers the cost of material for the period detailed below and reasonable labor costs, only if a professional flooring contractor was paid to install the original material. The percentage amount that will be paid is pro-rated as outlined below. Other products, discounted, closeouts, and internet sales are not covered under this limited warranty.

"The Product" is waterproof and will not be damaged or structurally compromised by regular exposure to surface spills and tracked water/moisture for the life of "The Product". However, water, trapped beneath any floor covering, combined with any organic material (often found within the water), may facilitate mold, mildew, and or fungi growth under any floor covering. This limited warranty does not cover any resulting health issues or property damage, and further limitations shall apply, as stated below.

Manufacturing Defect Warranty: Manufacturer warrants against product defect for **1-year** from the date of purchase by the original purchaser only. We reserve the right to inspect "The Product" if deemed by the client to be defective. Removal of the "The Product" before this inspection voids the limited warranty in its entirety. At our discretion we may request a sample or send a company representative or independent inspector to the installation site to conduct an inspection. If it is deemed necessary, a destructive inspection may be conducted to facilitate a full investigation. Manufacturing defect must be reported within 30 days of first notice of a defect within the installed area.

Wear Warranty Term: "The Product", when installed and maintained as detailed within the instructions, will not wear-through to the printed film layer under normal use for the period stated below:

Residential Wear: Covered for **lifetime** from the date of purchase.

Light Commercial Wear: Covered for **10-years** from the date of purchase.

Wear-through is defined herein that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered, or affected from normal use. Stains, fading, scratches, scuffs, and loss of gloss are considered normal use and are not covered under this limited warranty.

Wear Warranty Provisions: New material will be supplied, of the same color, design, and grade, if available; if unavailable or discontinued, we reserve the right to select and supply similar materials. Only one replacement of "The Product" will be made for the wear out, fading, and staining. Claimants who received settlement may not claim again, and no additional replacement floor covering will be supplied. Alternatively, a refund of up to 100% of the original cost of the material, or a percentage as detailed below of the original cost of "The Product", will be refunded depending on the amount of time that has elapsed since the date of purchase:

Residential Wear:

Within 1-year - 100%
 Within 3-years - 70%
 Within 5-years - 50%
 Within 10-years - 30%
 Remainder of wear warranty term - 10%

Light Commercial Wear:

Within 1-years - 100%
 Within 3-years - 70%
 Within 5-years - 50%
 Within 7-years - 30%
 Within 10-years - 20%

Labor Coverage Term: A percentage of the labor charge of a professional flooring contractor will be reimbursed within the approved labor charges put forth by the manufacturer, providing the original installation followed “The Product” installation instructions, standard industry practices, and the use of appropriate installation and subfloor preparation material. The percentage amount refunded will depend on the amount of time that has elapsed since the date of purchase:

Residential Labor:

Within 1-year - 100%
Within 3-years - 70%
Within 5-years - 50%
Within 10-years - 30%
After 10-years - no labor reimbursement provided.

Light Commercial Labor:

Within 1-years - 100% of labor for re-install/repair
Within 3-years - 70% of labor for re-install/repair
Within 5-years - 50% of labor costs for reinstall/repair
Within 7-years - 30% of labor costs for reinstall/repair
After 7-years - no labor reimbursement provided.

Pet-Proof Warranty: The surface coating provides scratch and stain (feces, urine, or vomit) resistance from domestic household pets such as cats and dogs with claws cut and filed. This limited warranty does not cover deliberate scratching and gouging by pets.

Other Guarantees: Whether implied or otherwise, any other guarantee is limited to **1-year** from the date of purchase for the cost of “The Product”, and only to the original purchaser. This limited warranty is not transferrable, but it does give you specific legal rights; you may also have other rights, which may vary from state to state.

Slip Resistance: Walking is an enormously complex activity involving many muscles, bones, and nerves, as well as kinesthetic sensory information. Significant factors that directly affect slip resistance properties are; the material type of both shoe sole and floor covering, roughness, and surface structure of floor covering, contaminates, the walker's weight, age, gait, fitness, alertness, and vision. Values of acceptable SCOF (dry) or DCOF (wet) generally used within the flooring industry are published by other parties. While independent test results available, that does not purport to address any safety concerns of slip resistance, the accuracy of any test method, safety threshold, or the measuring apparatus (tribometers). Another factor outside of our control is how the floor covering is maintained, therefore, no warranty for any slip resistance properties can be provided.

NOTE: Walking on any LVT/LVP in socks or similar is not recommended, especially on stairs.

Other Exclusions:

- Stained by tracked carpet dyes, fertilizers, coal, tar, driveway sealers, oil, permanent markers, or other such contaminates.
- Any accessories used.
- Damage caused by having two or more heavy objects like piano's and pool tables on the floor covering.
- Damage, caused by the failure of other products like any primer, leveling, patching or panel underlayment and fixings or similar.
- Damage from dropping heavy items, heavy static loads or heavy point loading like spiked heels or similar, or from improper floor protectors and furniture rests.
- Heavy rolling loads including electric wheelchairs and loads with metal, hard or thin wheels.
- Mechanical damage, intentional abuse, flooding, fires, and other natural disasters.
- Shade, color, glossing, or embossing texture variance from samples or printed material.
- Loss of time, inconvenience, consequential or incidental damages or expenses incurred during the initial installation or replacement of affected material, including clearing or replacing items after the original installation.
- Damage caused by dirt, grit, and abrasive debris from not using appropriate walk-off mats at all outdoor entrances.
- Damage due to excessive moisture and alkalinity from the subfloor, including discoloration or bond release of the structure of “The Product” caused by flooding, plumbing and appliance leaks, water leakage from doors, windows, or roof leaks, etc.
- Installations taken up or replaced prior to an inspection by an authorized representative.

GALLERY

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To file a claim, contact Powerhold at 844-638-4583 or visit powerhold.com. The claim documentation must be filled out in its entirety to be assigned a claim number and reviewed for validity. Manufacturing defect must be reported within 30 days of first notice of a defect within the installed area. No person, representative, non-authorized employee, or agent is permitted to modify or change this limited warranty.