

GENSTOCK SYNERGY

Warranty

Lifetime residential limited warranty

10 Year commercial limited warranty

The manufacturer will furnish replacement flooring free of charge from loss of structural integrity and/or a loss of original pattern or color under normal residential/commercial use of **Synergy Rigid Core Flooring**. The manufacturer warranty extends only to the original end-user, and is not transferrable. Warranty will apply only to quality issues from faulty production. This coverage does not include any health issues derived from a faulty product. This warranty is non transferable and is pro-rated.

The manufacturer provides a 2 year Limited Warranty that its **Synergy Rigid Core Flooring** products are free from manufacturing and visual defects for a specified length of time from the date of purchase of the Products. If the Products are found to be defective, the manufacturer will supply new product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area if the original floor was installed according to the directions in the **Synergy Rigid Core Flooring** Owners Manual in effect at the time of installation. Products that are non-defective but are damaged during an improper installation would not constitute a valid claim as defined by this limited warranty. The manufacturer reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim.

All planks purchased for an installation should be inspected by you or your installer. Planks that appear to be visually defective should not be installed. If visually defective planks of the products are installed in the subject claimed floor, the manufacturer will not be responsible for the claim. If a problem occurs during the installation the job should be stopped immediately. The proper redress is to immediately report the problem to your dealer and distributor who, in turn, will contact the manufacturer immediately. Any costs caused by continued installation after the problem is reported will not be covered.

This limited warranty covers manufacturing and visual defects, delaminating, loss of original pattern and color due to staining, fading, or wear-through when the flooring is installed in normal residential and/or commercial applications, provided the Product is installed and maintained according to the instructions in the Installation and Maintenance Guide in effect at the time of the product purchase. This warranty shall

not include loss of time, inconvenience, incidental expenses (such as telephone calls) included in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

Limited Waterproof Warranty

The floor plank or tile is 100% waterproof. Although water and moisture will not harm the appearance or structural integrity of the flooring, prolonged and excessive moisture, water, and/or flooding may cause mold and mildew growth, as well as damage to the subfloor and/or surroundings. If flooding occurs and excessive moisture is trapped between the flooring and subfloor/substrate mold growth may occur. When flooding or standing water is first noticed it is recommended to remove water, carefully disassemble the flooring, clean, and use a dehumidifier to return moisture levels back to normal. Once clean and dry the flooring can be re-installed.

Limited Waterproof Warranty does not cover

- Damage caused by mold or mildew growth
- Damage caused by flooding or excessive moisture. Leaky pipes, faucets, fixtures, appliances, acts of nature, or hydrostatic pressure
- Damage to surrounding structure, subfloor, walls, or anything that is not the plank or floor tile
- Flooring that is installed outdoors

Warranty Exclusions and Conditions

- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or “as-is” goods.
- Warranty coverage applies only to the original purchaser and the original installation site and is not transferrable.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owner’s Manual.
- Warranty does not apply to floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or exterior applications.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to product sold through unauthorized dealers.

- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. Floor covering subjected to excessive heat and light is subject to thermal degradation. Warranty coverage does not cover discoloration from heat or sunlight.
- If installed over embedded radiant heating systems, the surface temperature of the subfloor must not exceed 85F (29C).

Warranty coverage does not apply to conditions caused by improper use or maintenance such as:

- Damage that results from not following floor maintenance instructions
- Scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, or other chemicals.
- Damages caused by burns, flooding, fires and other accidents.
- Damage caused by abuse such as dragging heavy or sharp objects across the floor without proper protection for the floor. Exposure to pebbles, grit, sand, and other abrasives.
- Damage caused by abrasive scrubbing tools, caster wheels, or vacuum cleaner beater bars.
- Damages from detergents, abrasive cleaners or “mop and shine” products.
- Failure to replace furniture glides and round-headed hard plastic glides with floor protectors made of non-staining felt on furniture legs.
- Structural integrity means the cohesion between layers of the product will remain intact when installed, cared, and maintained per manufacturer guidelines.
- Wear-Through means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- Not recommended for heavy commercial applications such as airport terminals, supermarket aisles, department store aisles, commercial kitchens, and similar applications where extremely high foot traffic severely impacts the flooring.