



## **LUXURY VINYL FLOORING PLANKS WARRANTY INFORMATION**

PFD Group Inc, (“Premium Flooring Direct”, “PFD”) warrants that all flooring products are free from manufacturing defects and will not fade or loss its pattern under the normal, residential and light commercial usage. Gloss reduction and surface scratches after purchase and caused by purchasers are not covered under this warranty. The warranty is valid for amount of time **(Lifetime residential, 15 years light commercial)**. This warranty applies to the original purchaser AND ONLY to the original installation site and is not transferrable. If, with the respect to the residential warranty, it applies only to a resident homeowner. Should a manufacturing defect occur, PFD Group Inc will credit back the original purchaser with full amount, however PFD Group Inc will not cover the labor, the cost, the time, the inconvenience and incidental expenses associated with this matter since the responsibility falls on the installer to determine the appropriateness of material prior to installation.

## **REPAIR/REPLACEMENT**

Once a warranty claim is filed, PFD Group Inc will reserve the right to repair any flooring on site, at its own discretion, to use the source to obtain an installer, in the event caused by a manufacturing defect. If, under extreme circumstances, this situation shall happen, it is the customer’s responsibility to be clear, at their own expense, any items placed over the affected area subsequent to the original installation.

## **EXCLUSIONS**

Please be mind these following situations are not covered by this warranty.

- Failure to obey the proper installation and maintenance guidelines or instructions provided by PFD Group Inc;
- Damages caused by nature factors, such as earthquakes, fire and flooding;
- Damages caused by abusive human factors, such as spiked high heeled shoes, improper rolling loads, caster wheels and any other activities that could deliberately damage the products;
- Outdoor installations and any other inappropriate locations;
- Loss of gloss;
- Damages caused by moistures that somehow underneath the flooring, except tropic moisture;
- Minor color variations;

This warranty gives you specific legal rights, and you may have other rights which vary from states to states. Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitation and exclusion may not apply. This warranty is in lieu of any other warranties, expressed or implied. The original proof of purchase must be provided in the event of exercising this warranty.