

LVT CLICK WITH ACOUSTIC BACKING LIMITED LIFETIME WARRANTY



Glazzio warrants its Solid Plastic Composite Click Flooring with Acoustic Backing under this Limited Lifetime Warranty when installed and maintained per our Installation and Care & Maintenance Guidelines. Damage resulting from failure to follow the Installation and Care & Maintenance Guidelines will not be covered by this warranty. These guidelines are available from Glazzio and their authorized sales representatives.

This warranty belongs to the original end-user purchaser and begins from the date of purchase of product and extends for the lifetime of the product, subject to the limitations set forth below. This warranty is non-transferrable by the original purchaser.

WHAT THIS LIFETIME LIMITED WARRANTY COVERS

MANUFACTURING DEFECTS

Glazzio warrants that the flooring will be free from defects caused by the manufacturer including delamination, thickness variation, defective core construction, pronounced visual film errors, and dimensional stability defects. Defects are defined as product issues that fall outside of the acceptable tolerances of current ASTM or other manufacturing guidelines for this flooring product.

Warranted product items do not include shade or color variations from flooring samples, industry-accepted dye lot variations, or failure to follow Installation or Care & Maintenance Guidelines.

WATER DAMAGE

Glazzio warrants that your flooring will not suffer from water damage, including swelling or cupping, if the following instances are true:

- Liquids remain on the top layer of the installed product and do not access the sides or bottom of the product, including perimeters and cut product.
- Accepted cleaning and maintenance procedures are followed per the LVT Click Flooring Care & Maintenance Guidelines.
- Excessive moisture is not used during cleaning and maintenance procedures.
- Excessive moisture is not present due to subfloor or other environmental factors, including flooding, that could contribute to the growth of mildew and/or mold in any part of the flooring installation system.
- Excessive moisture or environmental issues are not present that causes permanent warping and damage to the flooring itself or any part of the installation system.

Please refer to the Installation Guidelines for proper subfloor preparation to ensure that moisture issues will not affect your warranty coverage.

WEAR

Glazzio warrants that the flooring will not wear through the visual film layer for the period of the warranty as outlined per use below.

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WARRANTY COVERAGE PER USE

Use	Coverage
Residential	Limited Lifetime
Light Commercial	10 Years
Commercial/Heavy Commercial	6 Years

WHAT THIS LIFETIME LIMITED WARRANTY EXCLUDES

The following are exclusions to this warranty:

- Any product issue caused by failure to follow correct Installation or Care & Maintenance Guidelines.
- Any squeaking, cracking, or other noise inherent in a floating floor installation.
- Indentation caused by excessive loads, including both rolling and static heavy loads.
- Indentation, gauging, or scratches caused by footwear (high heels, cleats, spiked shoes, etc.), heavy furniture, pet claws, inappropriate furniture/chair floor protection pads and/or castors, or any other sharp or cutting edge that comes into contact with the flooring.
- Discoloration, warping, or damage due to ultraviolet (U.V.) light or heat exposure.
- Changes in shading, texture, or finish during typical use, including but not limited to gouging, scratching, staining, and indentations.
- Use of harsh chemicals or abrasive methods, including scouring pads, to clean the product. Please refer to the Care & Maintenance Guidelines for acceptable cleaning practices.
- Any water-related casualty event typically covered by homeowner's insurance including but not limited to flooding from a natural event, a hydrostatic pressure event, or flooding caused by a household system failure, i.e. plumbing, appliances, etc.

WHAT TO DO IF YOU HAVE A WARRANTY CLAIM

CONTACT GLAZZIO

If you have a warranty claim, please send the following items to your designated Glazzio sales representative to initiate the process. Failure to include these items could delay the processing time of your claim request.

ITEMS TO INCLUDE

- Original purchase receipt of product
- Detailed description of reason for filing warranty claim
- Images of product affected by warranty claim
- Any samples of affected product(s)

Glazzio shall contact you in regards to the warranty claim once all required items are received.

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WHAT GLAZZIO WILL DO FOR YOU

If Glazzio finds that your warranty claim is valid, the company will provide the following relief listed below.

Time Frame	Warranty Action
Within 2 years of purchase date	Glazzio will replace the affected product or issue a credit in the amount of the original product purchased, along with providing reasonable labor costs to replace the product.*
Within 5 years of purchase date	Glazzio will replace 100% the affected product or issue a credit in the amount of the original product purchased.*
Within 10 years of the purchase date	Glazzio will replace 75% the affected product or issue a credit in the amount of the original product purchased.*
Beyond 10 years of the purchase date	Glazzio will replace 50% the affected product or issue a credit in the amount of the original product purchased.*

***Note:** Glazzio cannot guarantee that replacement product will be from the same dye lot as the originally purchased product.

THE FINE PRINT

Glazzio does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Glazzio shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state.

WHEN YOU NEED MORE HELP

To start your warranty claim process, please contact your local sales representative and include the items mentioned above. For all other inquiries or questions, please contact us:

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