

LOOSE LAY VINYL LIFETIME / 10 YEAR WARRANTY



RESIDENTIAL LIMITED WARRANTY

RW Supply+Design (RW+) warrants its Loose Lay Vinyl Plank Flooring (LLVP) products, in their original manufactured condition, to be free from defects in construction: lamination, dimensional stability, assembly, and finish. RW+ allows for an industry norm of up to 5% of the product to be non-conforming. RW+ warrants that the Loose Lay Vinyl Plank Flooring will not wear through or substantially lose the original pattern or color due to normal wear. The Loose Lay Vinyl Plank Flooring will remain free from these structural and finish defects for the duration of the warranty period stated for this application provided the product is installed and maintained in accordance with the Loose Lay Vinyl Plank Flooring Installation Instructions and maintained in a controlled environment as outlined in the installation instructions. This warranty is extended to the original purchaser of the goods and is not transferable.

COMMERCIAL LIMITED WARRANTY

RW+ warrants its Loose Lay Vinyl Plank Flooring products, in their original manufactured condition, to be free from defects in construction: lamination, dimensional stability, assembly, and finish. RW+ warrants that the Loose Lay Vinyl Plank Flooring will not substantially wear through or lose the original pattern or color due to normal wear. The Loose Lay Vinyl Plank Flooring will remain free from these structural and finish defects for the duration of the warranty period stated for this application provided it is installed and maintained in accordance with the Loose Lay Vinyl Plank Flooring Installation Instructions including the additional requirements outlined for commercial spaces. This is also true when this flooring is maintained in a controlled environment as outlined in the installation instructions, and the floor is not subjected to water leaks, floods, or heavy commercial maintenance procedures (using wet buffing, wet mopping, and wet floor scrubbers). Due to the nature of this application, this commercial limited warranty is applicable to installations over concrete only. This warranty is extended to the original purchaser of the goods and is not transferable.

Commercial Definition

Commercial applications covered under this warranty include offices, medical and dental facilities, educational facilities, hospitality environments, retail stores, restaurants, multi-family common areas, and other commercial spaces subject to normal foot traffic and routine commercial use. Areas subject to rolling loads, wheeled traffic, or movable fixtures must be installed in accordance with RW Supply+Design installation instructions.

This warranty does not apply to industrial applications or environments subject to unusually severe service conditions, including warehouses, manufacturing facilities, distribution centers, freight terminals, vehicle service facilities, or other locations where the flooring is exposed to forklifts, pallet jacks, steel-wheeled equipment, tracked equipment, excessive impact loads, or similar industrial traffic. Damage resulting from improper installation, excessive point loading, misuse, abuse, or use outside the intended scope of the product is not covered by this warranty. All other exclusions and limitations applicable to the residential warranty also apply to this commercial warranty.

Finish and Structural Warranties

PRODUCT	WARRANTIES
Loose Lay Vinyl Plank	LIFETIME RESIDENTIAL / 10 YEAR COMMERCIAL

WATERPROOF WARRANTY

Loose Lay Vinyl Plank Collection (LLVP) flooring planks are waterproof. However, moisture can pass through seams, around expansion gaps, and room perimeters.

It is important that excessive subfloor moisture be mitigated prior to flooring installation. This Loose Lay Vinyl Plank, LLVP, has a structure that can be adversely affected by exposure to elevated subfloor moisture which creates hydrostatic pressure. For this reason and to ensure a successful finished product, proper moisture testing should be done and documented prior to installation. Wood subfloors should have proper moisture mitigation installed underneath them per LLVP Installation Instructions.

The installed flooring is not a moisture barrier, though it can trap moisture underneath it. This warranty excludes any damage caused to the subfloor and dwelling due to moisture. Moisture trapped underneath LLVP can create conditions that adversely affect flooring and subflooring.

Fixtures that surround the floor such as walls, trim moldings, subfloors, and other flooring types, are not considered waterproof. Excessive and unmitigated moisture in contact with or being trapped between Loose Lay Vinyl Plank Flooring planks and these fixtures can cause mold, mildew, or other damage.

This warranty excludes any damage from mold, flooding, leaky plumbing, appliances, or any moisture from exterior sources. Wipe up all standing liquids and moisture immediately.

WARRANTY EXCLUSIONS

RW+ warranties do not cover indentations, scratches, defects, or damages caused by the failure to follow all the Loose Lay Vinyl Plank Flooring Installation Instructions. Responsibility for inspection and approval of planks falls to the consumer and installer prior to installation. **The installer is the final inspector of the product because installation is acceptance of the product.** RW+ is not responsible for labor costs associated with the repair or replacement of planks exhibiting visible defects or obvious structural defects that were installed. Prior to installation, the installer should make certain that the subfloor is thoroughly inspected ensuring it is flat, clean, dry, and structurally sound according to the Loose Lay Vinyl Plank Flooring Installation Instructions.

Because Loose Lay Vinyl Plank is a flexible flooring product that may be installed using loose-lay, adhesive-assisted, or full glue-down methods, minor movement, dimensional changes, or repositioning of planks may occur and are not considered manufacturing defects. This warranty applies to defects in the product itself and does not cover issues arising from improper installation, subfloor conditions, moisture, environmental conditions, adhesive performance, excessive rolling loads, direct sunlight exposure, or failure to follow the applicable installation and maintenance instructions.

This warranty does not cover adhesive performance, adhesive bond failure, or any resulting damage caused by moisture, subfloor conditions, improper adhesive selection, improper adhesive application, or failure to follow flooring or adhesive manufacturer installation instructions.

Loose Lay Vinyl Plank is a resilient flooring product and may experience minor dimensional changes over time as a result of normal aging, environmental conditions, thermal cycling, and other factors. As a result, minor gaps at plank edges or end joints may develop during the life of the floor and are considered a normal characteristic of the product. Such minor dimensional changes and associated minor gapping are not considered manufacturing defects and are not covered by this warranty.

RW+ warranties do not cover normal wear and tear, indentations, scratches, defects, or damage caused by improper maintenance, insufficient protection, misuse, or improper alterations of the original manufactured product.

RW+ warranties do not cover damages caused by using oil soaps, liquid or paste wax products, furniture oils and polishes, acrylic products, or other household cleaners that are not recommended maintenance products.

RW+ warranties exclude non-factory applied finishes.

RW+ warranties do not cover indentations, scratches, defects, or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked (or damaged heel) shoes, vacuums, furniture, appliances, casters, fallen or dropped objects, or construction traffic. Failure to take proper precautions to protect furniture legs and feet with protective felt pads and properly functioning casters or failure to protect floors during the construction process or when moving heavy objects, or during times of heavy traffic that result in any damages stated above are not covered by these warranties.

RW+ warranties do not cover defects and damage caused by natural disasters or disasters of human origin including but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.

RW+ does not cover damage due to liquids that have been left standing on the floor. Standing liquids should be immediately wiped up.

RW+ does not cover damage caused by excessive moisture, wet buffing, flood cleaning, standing water, steam mops, or cleaning methods that leave excessive water on the floor.

RW+ warranties do not cover discoloration due to direct sunlight or extreme heat. Most home products will discolor due to a combination of heat and sunlight.

No warranties apply to any product or products designated as seconds, off-goods, or goods sold in “as is” condition.

RW+ warranties do not cover squeaking, creaking, popping, or other noises in flooring as these are the result of installation, jobsite, and/or environmental factors.

The following items are not covered under the warranty:

- Flooring installed in a method other than provided for in the Loose Lay Vinyl Plank Collection Installation Instructions.
- Damage caused by normal wear and tear, negligence, accidents, misuse, or abuse.
- Damage caused by vacuum cleaners, wet mopping, or steam mops.
- Damage caused by appliances, furniture, and casters.
- Damage caused by cutting from sharp objects.
- Damage caused by flooding, fire, and other natural disasters and acts of God.
- Reduction in gloss, scuffs, scratches, or indentation due to sand, rocks, or other abrasives, including pets, insects, construction traffic, or failure to maintain the floor as required by the Loose Lay Vinyl Plank Collection Installation Instructions.
- Color, shade, sheen or texture variations between samples or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Discoloration, dimensional change, movement, gapping, or other damage caused by sunlight, solar gain, or extreme heat.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.
- Noises, squeaks, creaks, popping, etc.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by excessive heat or extreme cold or moisture.
- Separation in planks due to an uneven or flexible subfloor.
- Products designated “off-goods” or products that are sold “AS IS.”

LOOSE LAY VINYL WARRANTY



- Commercial installations of residential products.
- Flooring installed outside or on the exterior of a building.
- Construction or installation-related damage.
- Floor damage, finish damage, or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills, or weather conditions.
- RW+ warranties do not cover movement, gapping, peaking, buckling, or adhesive-related issues resulting from subfloor moisture, hydrostatic pressure, moisture vapor emissions, or failure to maintain the environmental conditions required by the installation instructions.

NO OTHER WARRANTIES

This limited warranty is the only warranty given by RW Supply+Design as pertaining to the Residential Limited Warranty, Limited Commercial Warranty, and Waterproof Warranty, and no other warranties or guarantees of merchantability of any kind have been made with respect to RW+ or Loose Lay Vinyl Plank Flooring products. No oral agreement or statement from RW+, or any of its representatives may alter or amend this warranty.

NO WARRANTY OF FITNESS EXISTS BEYOND THE GENERAL WRITTEN DESCRIPTION OF THE PRODUCT PURCHASED.

Some laws do not allow limitations on certain implied warranties. This warranty gives specific legal rights, and there may be other rights which vary from state to state.

IMPORTANT:

YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED. ALL FLOORING CAN CONTAIN UP TO AN INDUSTRY NORM OF 5% NON-CONFORMING PRODUCT.

HOW TO MAKE A CLAIM

In the unlikely event that any portion of your floor should fail or be defective, with respect to any of the provisions of this warranty, RW Supply+Design, at its sole discretion, to the original end-user, may repair or replace such portion with the same product or another product of equal value. This provision does not include labor costs, relocation, or living expenses, removal or installation of new flooring or the removal or replacement of cabinets, furniture, and other fixtures.

To file a claim, the original purchaser must initiate a claim request by completing the on-line form at: <https://rwsupply.com/claims> or <https://portercraft.com/claims>. Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. RW+ reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. RW+ assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in all cases. This warranty gives you specific legal rights that may vary from state to state.