



Luxury Vinyl Products Limited Warranty

Products

Beaulieu warrants its Luxury Vinyl Flooring products (LVF) to be free from manufacturing defects for the length of time specified below from the original date of purchase.

Installation

This limited warranty covers materials and reasonable labor costs (as determined by Beaulieu at its sole discretion) provided a professional installer was used and paid when the LVF was originally installed, and provided further, such LVF was installed in accordance with the Beaulieu Installation Instructions. For Installation Instructions contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

Replacement/Repairs

Beaulieu reserves the right to repair any LVF and/or use its own installer for replacement LVF product. If Beaulieu repairs or replaces a LVF product as a result of a warranty claim, you are required to remove, store and re-install all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are your responsibility. We recommend that appropriate replacement stock be kept of the LVF product if needed for future product repair or replacement.

Coverage

This limited warranty covers manufacturing defects, and loss of original pattern and color due to staining, fading or wear; provided that the LVF covered by this limited warranty is (i) installed and maintained according to the Beaulieu Installation Instructions and (ii) subject only to normal residential, light commercial use and/or commercial use, as further detailed for any individual warranties for a specific LVF product as noted below.

Residential warranties apply to products installed in non-commercial owner occupied residential premises (single family homes, condominiums, town houses, etc.). Residential rental units fall under the commercial or light commercial warranty only.

Terms for Warranty

Within Two Years – If a defect covered by this limited warranty is found and reported in writing to the authorized Beaulieu retailer from which the LVF was purchased within two years of purchase; Beaulieu will supply new LVF material to replace the defective area. Beaulieu will also pay reasonable labor costs if professional installation was used and paid when the LVF was originally installed.

Within Three Years – If a defect covered by this limited warranty is found and reported in writing to the authorized Beaulieu retailer from which the LVF was purchased after two years but within three years of purchase, Beaulieu will supply new LVF material to replace the defective area. Beaulieu will also pay fifty percent of reasonable labor costs if professional installation was used and paid when the LVF was originally installed.

After Three Years – If a defect covered by this limited warranty is found and reported in writing to the authorized Beaulieu retailer from which the LVF was purchased after three years of purchase but within the warranty period specified below, as applicable, Beaulieu will supply new LVF material to replace the defective area. Beaulieu will not pay labor costs, or any other costs whatsoever.

If you have questions regarding the terms of this limited warranty, please contact Beaulieu Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

If a claim arises, it must be submitted to Beaulieu in writing by the Beaulieu authorized retailer within a reasonable time after the alleged defect or issue that is the subject of the claim is discovered by the original purchaser. A Beaulieu claim form must be used and must identify Beaulieu's invoice number, lot number, invoice date, the LVF product collection, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed LVF product. Beaulieu reserves the right to inspect and/or test the LVF product, as Beaulieu determines at its sole discretion, in the event of a claim. If Beaulieu determines replacement LVF product is necessary, and the identical LVF product is not available, Beaulieu will, at its sole discretion, provide a LVF product of comparable quality, color and value. In the event that Beaulieu repairs a LVF product, this limited warranty shall remain in effect with respect to such repaired LVF product. The above described remedies are your sole and exclusive remedies for claims under this limited warranty.

Conditions and Exclusions

The residential limited warranty is not transferable and applies only to the original purchaser of the Beaulieu LVF product, not to any subsequent owner or user of such product, regardless of how such ownership or use arises. The commercial limited warranty is not transferable and applies only to the original purchaser of the Beaulieu LVF product, not to any subsequent owners or users of such product, regardless of how such ownership or use arises. Copies of the original sales receipt must be maintained. This limited warranty applies only where the affected area is visible and covers an area greater than one square inch. The following issues are not covered by this limited warranty:

- Claims arising out of scratches and dirt.
- Shading claims for an overall white product that touches white planks or tiles.
- Damage caused by improper installation (including but not limited to improper adhesives, improper subfloor preparation as outlined in the Beaulieu LVF Installation Instructions), exposure to extreme heat, freight, accidents, intentional abuse, misuse, improper care and maintenance, vacuum cleaner beater bar, indentations, improper rolling loads, use of chairs or other furniture without proper floor protectors or caster wheels, cuts, surface scratches, impact, changes in color or sheen appearance when exposed to a natural light source, subfloor conditions, fire or smoke damage, flooding caused by natural disaster, water intrusion, exterior application or modification, alterations, repair or service by a non-authorized third party, or construction related damage.
- Minor shading, color or texture differences between samples and delivered product, all of which will be determined at Beaulieu's sole discretion.
- Damage arising out of the use of Beaulieu LVF products to seal an existing subfloor from moisture, as Beaulieu LVF products will not inhibit the growth of mold associated with or caused by flooding, excessive moisture, hydrostatic pressure or alkalis found within a subfloor.
- Damage resulting from high heels.
- LVF products used for athletic playing surfaces or any type of recreational activity.
- LVF that has been cut or altered; or any installation of the wrong style, color or with visible defects. Visible defects include but are not limited to: shading, surface sheen, squareness, and product color.

- Labor is excluded on products installed with visible defects.
- Discoloration or expansion from heat or sunlight. Avoid exposure to long periods of direct sunlight. Beaulieu requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not over heated due to this exposure. This type of exposure can cause expansion which may cause buckling or delamination. Flooring that cannot be protected from direct sunlight is required to be installed with adhesive to maintain this warranty. Failure to install this LVF flooring with Beaulieu approved adhesive when such flooring will be exposed to direct sunlight voids all warranties, express or implied, the end user shall assume full responsibility for any failure of the flooring, and Beaulieu shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight.
- This limited warranty is void if (i) prior to installation, Beaulieu LVF products are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, or (ii) post-installation, Beaulieu LVF products are not continuously maintained between a temperature of 55°F and 85°F.

BEAULIEU DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. BEAULIEU SHALL NOT BE LIABLE TO YOU OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE LVF PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THAT THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE. PLEASE KEEP YOUR RECEIPT AS BEAULIEU REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.

PRODUCT COLLECTION WARRANTIES

AVENUES

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

GOOD VIBRATIONS

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

LANDSCAPES

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

LIFESTYLES

RESIDENTIAL: 7 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

PICTURESQUE

RESIDENTIAL: LIFETIME LIMITED*

COMMERCIAL: 10 YEAR LIMITED

SOUTHERN EXPRESSIONS

RESIDENTIAL: LIFETIME LIMITED*

COMMERCIAL: 10 YEAR LIMITED

TIMELESS CHARM

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

***Note – Lifetime Limited Warranties are defined as the length of time the LVF product is installed in the original installation and is owned by the original purchaser.**

Light Commercial Applications:

This is a partial list and is intended to be used as a guideline for selecting Light Commercial Applications. Evaluate each job separately. Light Commercial implies light traffic and residential cleaning practices.

Retail

Boutique and Specialty Shop/Area

Beauty Salon and Barber Shop –lobby areas light (work stations would be considered heavy)

Auto Showroom

Art Gallery

Coffee Shop

Office

Office/Conference Room

Lobby

Corridor

Waiting Room

Small Bank

Hospitality

Lobby

Lounge

Corridor

Guest Room

Health Care

Lobby

Lounge

Waiting Room

Learning Environment

Day-Care/Learning Center

Dormitory Corridor and Lounge

Please note that this document may have been revised and updated. Please visit our web-site at beaulieuflooring.com/usa for the most up-to-date version of this document or contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com. Installation Care and Maintenance can also be found on our web-site or by contacting Technical Services.