



## LUXURY VINYL WARRANTY GUIDE

Beaulieu® recommends that its floor coverings be professionally installed. If not, no labor costs would be included should there be a valid claim.

The consumer and installer are responsible for final inspection of the product before permanent installation. Beaulieu is not responsible for labor costs to replace visibly defective product after installation.

### GENERAL

These warranties apply only to the original purchaser and to flooring in its original installation. Warranties are not transferable. The original receipt, as proof of purchase, is required. If a problem appears which is covered by these warranties, the original purchaser should contact the dealer where the product was purchased immediately and describe the problem.

### PRODUCTS

Beaulieu warrants its Luxury Vinyl Flooring (LVF) products to be free from manufacturing defects for the length of time specified on the Beaulieu authorized retailers' sample 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 that such LVF was installed in accordance with the Beaulieu Installation Instructions. The installation instructions are available on the Beaulieu website at [beaulieuflooring.com](http://beaulieuflooring.com) or the consumer may contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).

### REPLACEMENT/REPAIRS

Beaulieu reserves the right to repair any LVF or use its own installer for replacement LVF product. If Beaulieu repairs or replaces a LVF product as a result of a warranty claim, the consumer is 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 the consumer's responsibility. Beaulieu recommends that appropriate replacement stock of the LVF product be kept if needed for future product repair or replacement.

If a defect covered by these warranties appears during the warranty period, Beaulieu will, at its discretion, repair or replace the defective product according to the proration chart listed in this document. The replacement product is warranted for the remainder of the original warranty period.

### COVERAGE

This limited warranty covers manufacturing defects and loss of original pattern and color due to stain, fade 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 or commercial use, as further detailed for any individual warranties for a specific LVF product.

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.

### 1. MANUFACTURING DEFECTS

Beaulieu warrants to the original purchaser of its LVF products that, if properly installed, the products shall remain free of manufacturing defects for the indicated period of time, starting from the date of original purchase, as long as the original purchaser owns the property. The product will be manufactured according to the floor covering industry's standards and tolerances in quality variation. Beaulieu will replace or repair defective materials including reasonable labor costs during the first five (5) years from the date of the original purchase. If the owner hires a third party to install the product, the owner is responsible for that party's judgment. Material installed with obvious defects will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to restrictions and limitations outlined in the Conditions/Exclusions and Limitations sections.

### 2. WEAR, STAIN AND FADE WARRANTY

Beaulieu warrants to the original purchaser that its LVF products will not wear, stain or fade from normal use for the indicated period of time specified on the authorized Beaulieu retailer's sample, starting from the date of original purchase. This warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

Definitions:

"Wear" must be through the wear layer to the degree that the printed pattern is altered.

"Fade" must be to the degree that the floor is permanently discolored.

"Stain" is defined as a permanent change in color of the surface of the product caused by common household food, beverages and recommended cleaning products as indicated in our Care and Maintenance Guide.

### CONDITIONS/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 warranty applies only where the affected area of the Beaulieu LVF is visible and covers an area greater than 10% of the room. The following are not covered by this limited warranty:

- Claims arising out of scratches and dirt. Some products tend to show more scratches and dirt due to color and may require more maintenance.
- Shading claims for an overall white product that touches another white plank or tile floor covering.
- Damage caused by improper installation (including but not limited to improper adhesives and improper subfloor preparation as outlined in the Beaulieu LVF Installation Instructions).
- Damage caused by 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 or liquid intrusion (including pet urine),

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.
- LVF products used for athletic playing surfaces or any type of recreational activity.
- LVF that has been cut or altered; any installation of the wrong style, color or product 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.
- Damage from neglect, pets, pebbles, other abrasives, insects, spike-heeled shoes, or improper maintenance.
- Discoloration or expansion from heat or sunlight. Flooring must be protected from exposure to long periods of 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 overheated due to this exposure.** This type of exposure can induce expansion which may cause buckling. **Flooring that cannot be protected from direct sunlight is required to be installed with adhesive.** Failure to install this LVF with Beaulieu approved adhesive when such flooring will be exposed to direct sunlight voids all warranties, express or implied; furthermore, 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 - 85 °F (18.3 °C - 29.4 °C), at job site for 48 hours, or if (ii) post-installation, Beaulieu LVF products are not continuously maintained at a temperature between 65 °F - 85 °F (18.3 °C - 29.4 °C).
- Normal wearing of the finish in high traffic areas, pivot points, and seating areas.
- Beaulieu cannot guarantee a perfect match between productions. Production runs are dye lot sensitive. There may be minor differences in color and texture between the dealer's sample and the finished material and from one lot to another.
- Moldings and accessories.

#### LIMITATIONS

The following limitations and conditions also apply:

- All preventive and regular maintenance indicated by Beaulieu must be followed. The consumer must contact the Beaulieu authorized retailer for details and must have invoice ready to identify the product.
- Change in surface gloss in traffic areas is normal and not covered by this warranty.
- Industry standards allow a maximum 5% irregularity in production. Such defects may be manufacturing related or natural. Should there be any indication that a piece of flooring may be defective due to manufacturing or factory finish, it should not be installed. Installation of flooring that contains any visible manufacturing defect is not covered by this warranty. Beaulieu must be informed in writing of such defects within a reasonable time. What constitutes a "reasonable time" will be determined at Beaulieu's sole discretion.

- These warranties do not apply to any product designated as off-goods including, but not limited to, second quality, specials or non-standard items. Products so designated are sold “AS IS”.
- Beaulieu reserves the right at any time to modify or discontinue any of its products and will not be liable for changes. If the original product or color is no longer available, Beaulieu may substitute with reasonably comparable products.
- A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand or dust from damaging the flooring.

**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 THE CONSUMER 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 THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY GIVES SPECIFIC LEGAL RIGHTS TO THE CONSUMER, WHO MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE. THE CONSUMER MUST KEEP THE ORIGINAL RECEIPT AS BEAULIEU REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.**

#### **CLAIMS**

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. What constitutes a “reasonable time” will be determined at Beaulieu’s sole discretion. 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 or test the product 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 the consumer's sole and exclusive remedies for claims under this limited warranty.

If Beaulieu reimburses the consumer for the flooring under the terms of these warranties, Beaulieu will credit a percentage of the original floor purchase price according to the proration chart below. Warranty for each flooring product is indicated on the retailer's sample.

Claim Reported	Lifetime Limited	30 Year Limited	25 Year Limited	15 Year Limited	10 Year Limited	7 year Limited	5 Year Limited
	Coverage	Coverage	Coverage	Coverage	Coverage	Coverage	Coverage
1 <sup>st</sup> to 5 <sup>th</sup> year	100%	100%	100%	100%	100%	100%	100%
6 <sup>th</sup> to 10 <sup>th</sup> year	75%	75%	75%	50%	25%	10%	N/A
11 <sup>th</sup> to 15 <sup>th</sup> year	50%	50%	50%	10%	N/A	N/A	N/A
16 <sup>th</sup> to 20 <sup>th</sup> year	35%	35%	35%	N/A	N/A	N/A	N/A
21 <sup>st</sup> to 25 <sup>th</sup> year	25%	10%	10%	N/A	N/A	N/A	N/A
26 <sup>th</sup> to 30 <sup>th</sup> year	10%	5%	N/A	N/A	N/A	N/A	N/A
31 <sup>st</sup> and beyond	5%	N/A	N/A	N/A	N/A	N/A	N/A

**Homeowner Obligations**

To maintain the coverage under the terms of these warranties and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks/tiles of the LVF product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the floor is installed according to Beaulieu Installation Instructions.
- Keep a list of products used to clean the flooring.

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Please visit our website at [beaulieuflooring.com](http://beaulieuflooring.com) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

Care and Maintenance as well as Installation Instructions can also be found on our website at [beaulieuflooring.com](http://beaulieuflooring.com), or you may contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).