



# RockLock Plus Tile

WARRANTIES

## **COMPREHENSIVE WARRANTY PROGRAM**

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This document details coverage and limitations for the following warranties for waterproof click flooring:

**Lifetime Limited Waterproof Warranty**

**Lifetime Limited Residential Wear Warranty**

**10 Year Limited Commercial Wear Warranty**

## **LIFETIME LIMITED WATERPROOF WARRANTY**

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The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to moisture for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Eastern Flooring Products® moisture warranty excludes damage resulting from mold (and/or) mildew growth due to prolonged exposure to moisture. If the floor plank or tile is structurally impugned, resulting from exposure to moisture, Eastern Flooring Products® will arrange a pro-rated credit based on the terms outlined below in the section headed "terms". This warranty is not transferable by the purchaser of the floor.

**This lifetime limited waterproof warranty does not cover:**

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.
4. Flooring damaged by flooding (submerged under water).

## **LIFETIME LIMITED RESIDENTIAL WARRANTY**

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The vinyl layer of the vinyl click flooring is warranted to not wear through under normal use for the lifetime of the original purchaser of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surfaces scratches are not considered surface wear. If 100% vinyl layer wear-through is determined to have occurred, Eastern Flooring Products® will arrange a pro-rated credit based on the terms outline below in the section headed "Terms." This warranty is non-transferable and only applies to the original purchaser.

## **TERMS OF LIFETIME LIMITED WARRANTIES**

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**Within Ten (10) Years:** Claim on defects of this product as covered by this warranty that is reported within ten (10) years of purchase, Eastern Flooring Products® will arrange a credit based on



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the original purchase of the product or replace the product.

**After Ten (10) Years:** Claims on defects of the product, as covered by this warranty, that are reported in writing after ten (10) years of purchase, Eastern Flooring Products® will arrange material or credit sufficient to repair the defective area of floor.

### 10 YEAR LIMITED COMMERCIAL WARRANTY

The finish of the floor plank is warranted by Eastern Flooring Products® not to wear through under normal commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating systems. If 100% vinyl layer wear-through is determined to have occurred, Eastern Flooring Products® will arrange a pro-rated credit based on the terms outline below in the section headed “terms”. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

**Retail:** novelty shops/boutiques, product display areas, sales floors, showrooms, hair salons, hallways, entryways (walk off mats requires)

**Medical Offices:** waiting rooms, patient rooms, examination rooms, storage rooms, hallways, entryways (walk off mats required)

**Hotels:** guest rooms, conference/meeting rooms, lobby

**Offices and Restaurants:** offices, conference/meeting rooms, showrooms, restaurant floor, break rooms

**Institutional:** classrooms, training rooms, meeting rooms, commons areas, residence halls, hallways

#### **All wear warranties are made subject to the following conditions:**

1. The floor must be installed properly and according to the installation instructions.
2. The flooring must be used only indoors in a dry, climate-controlled area.
3. The flooring must be maintained in accordance with Eastern Flooring Products® maintenance instructions.
4. Installation of flooring that contains any manufacturing defects is not covered by this limited warranty.
5. This limited warranty does not apply to moldings, trim, or underlayment.

#### **The warranties do not cover:**

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or protectors, or any intentional or unintentional misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.

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2. It is normal and expected for there to be color variations with exposure to UV light and/or sunlight. Color inconsistency between samples, replacement product, or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that Eastern Flooring Products® will match or coordinate with customer furnishings, trim, cabinetry, railing, etc.
4. Instances of noncompliance with installation instructions and maintenance guidelines. Eastern Flooring Products® cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Disengagement or indentation in areas exposed to rolling traffic, pivot areas, or unprotected furniture legs.
8. Dissatisfaction due to inappropriate maintenance or improper installation.
9. Labor of any kind. The warranty covers the material only.
10. Discoloration due to use of rubber-backed mats, mats of any kind, solvent-based polishes or cleaners, or asphalt.
11. Damage to the product resulting from a prolonged failure to properly report suspected issues with the floor within 14 days of discovery of such issues.

## TERMS OF 10 YEAR LIMITED COMMERCIAL WARRANTY

**Within Five (5) Years:** Claim on defects of this product as covered by this warranty that is reported within five (5) years of purchase, Eastern Flooring Products® will arrange a credit based on the original purchase of the product or replace the product.

**After Five (5) Years:** Claims on defects of the product, as covered by this warranty, that are reported in writing after five (5) years of purchase, Eastern Flooring Products® will arrange material or credit sufficient to repair the defective area of floor.

## HOW TO MAKE A CLAIM

Any claim made under any of these limited warranties must be made by contacting your retailer within 30 days of the basis of claim being detected. In addition, any claim under any of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.