

IVC warrants flexitec LVT for defects in material and/or workmanship that relate to manufacturing defects, contraction & expansion, curl-crack-rip-tear-gouge, moisture, mold and mildew, scuff, household stain, yellowing stain, and wear in accordance with the terms of this warranty and during the stated period of the warranty:

flexitec LVT Limited Warranty Periods

THICKNESS	WEAR LAYER	RESIDENTIAL WARRANTY	LIGHT COMMERCIAL WARRANTY
2.5 mm	20 mils	30-Years	10-Years
2.0 mm	10 mils	15-Years	6-Years

Limited Warranties

Manufacturing Defects Warranty

Ensures that during the period of the warranty, flexitec LVT flooring will be free from manufacturing defects.

Wear Resistance Warranty

Ensures your floor will resist wearing through the wear layer under normal conditions and proper maintenance.*

Waterproof Warranty

Ensures that your flooring will be 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water. †

Stain Resistant Warranty

Ensures that your floor will resist permanent stains from common household products, excluding permanent marker, permanent dyes & finishing stains.

Yellowing Stain Resistant Warranty

Ensures that your floor will resist permanent stains or yellowing from foot traffic, including asphalt track-off. ‡

Pet Safe Resistance Warranty

Ensures your floor will resist stains from all domestic pets, including vomit, urine or feces.

* Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

† A floor discolored due to mold or mildew growth will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

‡ A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

Obligations of Owner

Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing. Original owner may be required to provide proof of purchase.

General Terms and Exclusions

flexitec LVT flooring is warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact your retailer or IVC sales representative.

1. These warranties apply to flexitec LVT flooring when installed and maintained in accordance with our most recent installation and maintenance procedures. For the most up-to-date procedures, please visit www.ivcinfo.com. The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.
2. These warranties apply only to the original owner and the first installation of the product and are non-transferable. The "original owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality flexitec LVT flooring purchases.
3. IVC will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. IVC's responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the flexitec LVT floor. Material installed with visible defects is considered accepted by the owner.
4. These warranties do not apply to flexitec LVT flooring that has been subject to abnormal use or conditions

or abused in any way. "Abnormal use or conditions" includes but is not limited to damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of flexitec LVT flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective castor cups.

5. These warranties apply to first quality products only. The warranty period begins on the date of the original installation. These warranties do not cover damage caused by a failure to follow the Mohawk Installation Guide, including a failure to install over approved substrates and underlayments using recommended adhesives and seam bonds/sealers.
6. For pet related issues, clean any affected area immediately. Any scratching and/or staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.
7. Walk-off mats must be placed at all exterior entrances to protect flexitec LVT flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging flexitec LVT flooring. Suitable walk-off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk-off mats should be available for each entrance so the mats can be replaced and cleaned weekly during routine maintenance, or more often depending upon site and weather conditions.

This routine will prevent walk-off mats from becoming the source of tracked-on contaminants. Walk-off mats should be large enough to allow adequate soil removal.

8. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (*other than recommended cleaning products*). Window coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.
9. These warranties exclude damage caused by hydrostatic pressure (*water or moisture under the floor that is transmitted to the surface through exerted pressure*) or other conditions that result in water or moisture below the floor.
10. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.
11. **ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE– INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE–ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. IVC WILL NOT BE LIABLE FOR CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES.**

By implied warranties IVC means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

* Manufacturer does not recommend the use of casters on any flooring without appropriate chair pads.

Light Commercial Defined

1. IVC warrants only first quality products for recommended light commercial use such as those outlined in the Application Chart. Products will perform as warranted for the stated warranty period **when installed in accordance with IVC Installation Guides** over approved substrates and underlayments, using the **recommended adhesives** if applicable. The warranty period, when valid, begins on the date of the original installation.
 - Light Commercial use is defined as use in environments, which do not experience normal to heavy commercial traffic, such as those outlined in the Application Chart below. PLEASE NOTE, warranty exclusions apply with respect to casters and other rolling loads, due to the unusual characteristics of this type of wheeled traffic. For frequent or heavy rolling conditions, click flooring products can be glued down to help reduce the risk of joint separation from rolling load traffic. Our warranty, however, still excludes any problems associated with rolling loads.
 - The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered “Light Commercial”, please contact Technical Services prior to purchase and installation.

COMMERCIAL BUILDING TYPE	EXAMPLES OF COMMERCIAL BUSINESS TYPE	RECOMMENDED APPLICATION AREAS
HEALTHCARE	Med Clinics, Retirement Centers, Doctors’ Offices, Hospice, Assisted Living	All Non-required “Clean Room” Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
RETAIL	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms, including Common Areas
HOSPITALITY	Hotel, Motel, Restaurants	Guest Rooms, Lobbies, Hallways (excluding Commercial Kitchens)
EDUCATION	Daycare, Preschool, Elementary and Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Class Rooms, Auditoriums, Libraries (excluding Gymnasiums)