

# Hill Country Innovations

## Warranty Guide for Luxury Vinyl Plank and Tile

### **LIMITED WARRANTY**

Hill Country Innovations warrants that its products are free from any visual defects or manufacturing defects. If the products are found to be defective prior to installation, Hill Country Innovations will replace product with new same product prior to installation. Installation of defective products will be deemed acceptable and are not covered under the terms of this Limited Warranty.

#### **Pre-Installation Limited Warranty - Visual**

All products purchased for an installation should be inspected by you and/or your installer prior to installation to confirm style, color and quantity. Pieces that appear to be defective should not be installed. Hill Country Innovations will not be responsible for reimbursing material or labor charges on any claim for visually defective product installed. It is the responsibility of the owner/installer to determine the suitability of the product for installation before it is installed.

If a problem occurs during installation of the flooring, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact Hill Country Innovations immediately. Any costs incurred by continuing the installation after said product is found defective will not be covered by this Limited Warranty.

If the product fails under a warranted issue, Hill Country Innovations will supply new product of the same or similar style, size, color, grade and gauge, at our option, to repair or replace defective area(s) and will pay reasonable labor costs provided the flooring was professionally installed and maintained according to the installation and maintenance instructions provided. Products damaged during transportation or damaged during installation using non-standard installation techniques or tools will not be covered under this Limited Warranty.

Hill Country Innovations reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All Limited Warranties are valid for the original purchaser of the flooring and are not transferrable.

#### **Limited Warranty – Wear**

Hill Country Innovations flooring is manufactured with an applied wear layer. Hill Country Innovations warrants there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" is defined as a complete loss of the wear layer so that the printed color layer is changed or affected by normal wear. Loss of gloss is not considered a wear issue and is not covered. The specific period of time for this Limited Warranty will be stated in the following pages of this warranty. This Limited Warranty only applies provided the recommended installation and maintenance procedures are followed as outlined in the installation guidelines.

# Hill Country Innovations

## Warranty Guide for Luxury Vinyl Plank and Tile

Con't from page 1

### **Exclusions to Limited Warranty**

Damage caused by intentional abuse, fire, burns to surface, using product in exterior applications, indentions, surface scratches, scuffing and other damage caused by improper rolling loads, chairs and other furniture being moved without use of the proper protectors is not covered by this Limited Warranty. Exposure to sand, grit, dirt or other abrasives, high heel or cleated shoes and staining from spills not cleaned properly or in a timely manner are not covered. Damage caused by Acts of Nature, flooding from broken pipes or appliances, excessive moisture or alkali in subfloors or conditions arising from hydrostatic pressure are not covered under this Limited Warranty. Damage from sharp objects, beater bar vacuums, steam cleaning machines, construction related issues, installation related issues or end joint and side joint separation is not covered by this Limited Warranty. Shading, color or texture differences between samples and delivered product or changes in color or appearance due to exposure to natural light sources or exposure to excessive heat sources are not covered under this Limited Warranty. Products sold as "seconds", "mill trial", "cabin grade", "shop grade" or "close-outs" will not be covered under this Limited Warranty.

Bonding issues using adhesives are not covered under this Limited Warranty. (See adhesive manufacturer's warranty)

This Limited Warranty does not cover loss of time, inconvenience, incidental expenses, or pain and suffering incurred in the removal or reinstallation of any affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, the above limitation and exclusion may apply. Your warranty gives you specific legal rights; other legal rights, which vary from state to state, may be applicable

This warranty is in lieu of any other warranties, expressed or implied.