



## LIMITED WARRANTY INFO – SPC FLOORING

### What & Who is covered under the limited warranty ?

SPC Flooring that is installed using the product installation guide and maintenance instructions, except for flooring sold “as is”, without warranty or otherwise noted on invoice. The Limited warranty only applies to the original buyer or installation site owner. Proof of purchase receipt / invoice is required. This warranty is non-transferable to subsequent owners.

### Before Installation –

It is the buyers / installers responsibility to check and verify that all products are free of visible defects. Once the flooring has been installed it has been deemed visually acceptable to the standards of the buyer’s or installation site owner’s expectations.

### After Installation –

Avoid scrubbing or washing the floor for 48 hours and keep traffic to minimum.

### Waterproof definition and limited warranty –

SPC Flooring is water proof and when exposed to water this product will not swell, buckle or lose integrity and will continue to create a secure bond. It is highly recommended to cleanup any spills as soon as possible. In Case of flooding or standing water SPC flooring will not act as a waterproof barrier to the surrounding structure and or sub floor. Any damage to the sub floor or surrounding structure caused by standing water or flooding is not covered by this warranty.

### Limited Warranty -

ROKPLANK INC warrants its SPC Flooring shall be free from defects in workmanship and material; for a period of 25 years for residential use, 5 years for light commercial use on products with 12 mils wear layer, and 15 years for light commercial use on products with 20 mils wear layer. The limited warranty commences from the date of installation.

If any floor coverings are defective in workmanship or material and covered by this Limited Warranty within the specified time frame, the company shall, provide same or similar color, pattern, quality products for the repair of the defective area. This Limited Warranty is subject to the following conditions: (1) the flooring must have been installed and maintained in accordance with the Company’s installation / maintenance & care instructions in an area for which the Company has specified as suitable for use; (2) it is the buyers & installer’s responsibility to inspect and approve all material prior to being installed. Any flooring material installed with visible defect is not covered by this Limited Warranty; (3) the defect must not have been caused by extremes of temperature, chemical reaction, corrosion, or from any abuse of abnormal usage; (4) any claim must be brought to the Company’s attention, in writing, within the stated period; and (5) the Company must be given the opportunity to inspect the installation and investigate the claim (6) Proof of purchase invoice with date / purchasers name must be presented

### Claim Procedures:

In the event of a claim, the appropriate completed claim form, pictures, proof of purchase invoice should be submitted. The claim must be submitted through the company from which the product was purchased. Upon receipt of the written claim, we will work expeditiously to settle the matter but reserves the right to inspect the floor and remove samples for lab testing.

### What is not covered by limited warranty –

- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects-Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.
- Damage caused by moisture to surrounding structure, walls, sub floor, fixtures, furniture, underlayment, moldings, trims, sub floor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Discoloration from mold or from flooding, leaking plumbing or appliances, water entering through doorways that lead outside.
- Damage caused by fire, flooding, exposure to standing water or intentional abuse.
- Flooring that has been over heated due to sunlight or poor temperature control.
- Flooring that is installed outdoors.
- Flooring that is used in areas beyond the applications guideline listed below or any other area where there is extreme heavy traffic which is not suitable based on the guideline.
- Staining from use of mats not labeled “non-staining”

- Indentation or damage from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are sold “as is” without warranty
- Floors where commercial cleaning machines are used

#### **Workmanship -**

Rokplank Does not warrant workmanship issues or errors in installation that cause any damages to the products or surrounding structures. We highly recommend products to be installed by professional installers who have demonstrated their expertise.

#### **SPC Flooring Maintenance and Care Instructions –**

- After installation sweep and dust all debris, and or vacuum using a soft bristle head.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash with damp mop using soft non detergent soap
- Do not use rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor.
- Do not use detergents, abrasive cleaners or “mop and shine” products – they may leave a dull film on your floor.
- Do not use paste wax or solvent-based polishes.
- Do not use rolling casters as they can damage the floor.
- Do not use a beater bar when vacuuming because it can visibly damage the floor surface.
- Do not use highly abrasive scrubbing tools.
- Do not use a commercial cleaning machine on the floors.

#### **Application Guidelines:**

**12mils Wear Layer** – Residential use including multi family residences in any room except garage / patios. Light Commercial use with **lighter foot traffic** such as privately owned Small retail stores, Small Daycares, Small salons, Dentist offices.

**20 mils Wear Layer** - Residential use including multi family residences in any room except garage / patios. Light Commercial use with **Medium foot traffic** such as Retail Stores, Daycares, Salons, Restaurants, Doctors / Dentist offices, any other areas except where there is extreme heavy traffic.

THE LIMITED WARRANTY SET FORTH HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (INCLUDING SLIP RESISTANCE, FIRE RESISTANCE OR ANY OTHER SAFETY FACTORS NOT SET FORTH IN COMPANY’S SPECIFICATIONS) AND ALL SUCH WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY COMPANY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Limitation of remedies: The sole and exclusive remedy for any damage or loss in any way connected with Company’s product, whether due to Company’s negligence or breach of any other duty, shall, at the Company’s sole option, consist of delivering replacement products of similar color / quality & pattern, in Company’s sole judgment, is necessary to replace any defective flooring. Company’s liability shall in no event exceed that expressly set forth herein, irrespective of the basis for any claim, including but not limited to claims for breach of contract, breach of warranty, negligence, strict liability or tort. Under no circumstances shall Company be liable for incidental or consequential damages. No employee, agent or distributor of Company or any other person is authorized to state or imply any additional warranties on behalf of the Company, or to assume for the Company and other liability in connection with any of its products, unless made in writing and signed by an officer.

General: This Order constitutes the entire understanding and agreement between the parties and supersedes any and all prior or contemporaneous oral or written representations, understandings, agreements or communications between the parties concerning the subject matter hereof. Company objects to, and shall not be bound by, any terms or conditions of Customer’s purchase order or invoice which attempt to impose on Company any terms or conditions at variance with or materially different from Company’s terms and conditions as set forth herein. The terms and conditions set forth herein are intended to be complete and exclusive of any additional terms and conditions and cannot be subsequently amended or modified, except in writing signed by an officer of Company. If any provision hereof is determined to be invalid or illegal by a court of competent jurisdiction, the remaining terms and conditions hereof shall remain enforceable and in full force and effect.