



LUXURY VINYL TILE

Commercial Product Warranty

General Terms

Milliken Luxury Vinyl Tile (LVT) products when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Milliken warranties cover the cost of material for the period of the warranty and reasonable labor costs only when and if a professional flooring installer was paid to install the original material. Labor will be paid according to the following schedule in Table A.

Manufacturing Defect Warranty

Milliken warrants that the Milliken Collection of Luxury Vinyl Tiles will be free from manufacturing defects for a period of 1 (one) year from the date of purchase. If such defect occurs, upon verification of the defect by Milliken, Milliken will authorize repair or replacement of the affected area of installed flooring.

Wear Warranty

Milliken warrants that the installed product will not wear through to the printed film layer for a period of time as defined in Table A herein. Wear through is defined herein that the wear layer is sufficiently depleted so that the printed film layer is damaged or affected.

The standard general terms, exclusions and limitations expressed elsewhere in this warranty document also apply.

This warranty does not include the following:

- Installed with obvious manufacturing defects.
- Products that have not been properly acclimated according to the Milliken Installation Guidelines.
- Improper installation or product not professionally installed according to currently published Milliken installation guidelines and accepted industry practices.

- Use of adhesives not supplied under the Milliken brand and / or improper trowel used during installation. Workmanship errors should be addressed to the contractor who installed the floor.
- Flooring installed in areas not intended for solid vinyl plank or tile.
- Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Damaged by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests.
- Stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats.
- Staining caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation.
- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage.
- Installed over unstable (installed over particleboard, chip wood or pressboard) or improperly prepared sub-floors, wet/cold floor and/or radiant-heated floor in excess of 85°F.
- Different from samples or printed material in shade, color or embossing.

Other limitations

1. This warranty is not transferable.
2. Visual defects must be reported within 3 months from the date of purchase.
3. This warranty covers only properly installed and maintained floors.
4. Milliken excludes and will not pay for any consequential or incidental damages under this limited warranty.
5. Milliken will not pay for the loss of time, inconvenience or other incidental expenses.
6. Milliken reserves the right to inspect any flooring and installation deemed to be suspect to manufacturing defects.
7. Milliken reserves the right of final judgment and may refuse claims in certain instances.
8. Milliken reserves the right to modify or withdraw the warranty at any time.
9. No representative, employee, or agent of Milliken is authorized to modify or change the warranty statements made in this document.

Claim Filing

Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity. Should the claim require an inspection, you will be contacted by the independent inspector assigned to your claim for scheduling.

Table A

Year	Manufacturing Defects	Wear	Labor %
1	100%	100%	100%
2	N/A	100%	100%
3	N/A	100%	100%
4	N/A	100%	75%
5	N/A	100%	75%
6	N/A	100%	75%
7	N/A	100%	50%
8	N/A	100%	50%
9	N/A	100%	50%
10	N/A	100%	50%
11	N/A	100%	25%
12	N/A	100%	25%