

LATITUDE & ELEMENT

WARRANTY



We thank you for your purchase of our luxury vinyl flooring. All PurParket Latitude & Element Collection flooring products are manufactured to the highest standards in quality to achieve a durable yet beautiful product that will last for many years to come.

If the PurParket Installation Instructions are followed, we stand by and offer the following warranties that commence from the date of your purchase.

PRODUCT	WARRANTY
PurParket Latitude	30 Year Limited Light Residential Warranty 10 Year Limited Light Commercial Warranty
PurParket Element	20 Year Limited Light Residential Warranty 10 Year Limited Light Commercial Warranty

Proper installation plays a key role in the performance of PurParket flooring. As a consequence, you must have followed the PurParket Installation Instructions included with your purchase in order to take advantage of any warranty offered by PurParket Inc.

Failure to follow the PurParket Installation Instructions and Recommendations will void the warranty.

Installation defects are not covered by our warranty and are the responsibility of your installer. Installation defects include product failure extending from or related to failure to meet job area/environment and sub-flooring requirements.

It is the installer's responsibility to ensure that the planned installation area is suitable for WPC or SPC Flooring meeting local building codes and make sure that all subflooring is dry, sound and flat.

It is also the installers responsibility to ensure all industry standards and local building codes are met or exceeded as well as the other recommendations listed herein.

The installer/owner assumes full responsibility for the final inspection of this product. As a consequence: please inspect the colour and finish of your flooring before installation. If the product is not acceptable, **DO NOT INSTALL IT.** Contact your retailer immediately for assistance. *Once the floor is installed you are deemed to have inspected and accepted the quality of the purchased flooring.*

The Latitude and Element Collections are designed to be installed as floating floors, which cannot be pinned. Normal expansion and contraction of the flooring must still be allowed to occur. Expansion/contraction space at the perimeter and all vertical obstructions must still be respected. Excessive total weight or concentrated loads can pin the floor and cause the same corresponding problems as insufficient expansion/contraction space, such as (but not limited to) buckling, gapping, peaking and damage to the joint system. Failure to accommodate the natural movement of the floating floor system will void PurParket Inc. warranties. If you choose to install millwork or islands on top of our floors, please carefully review and follow the recommendations listed in our installation document.

WARRANTY DEFINITIONS

- High Traffic Areas means a busy area that receives a lot of foot traffic/furniture movement at any given time of day, including high use commercial spaces such as corridors or warehouses;
- Wear or Wear-through means loss of the floor design due to normal household or light commercial use;
- PurParket Installation Instructions means the instructions shipped in your box
- Normal Household Use means common daily activities in the home
- **Manufacturing Defect** means a visual or construction deficiency resulting from the manufacturing process
- Wear Through means loss of the floor design due to household use

30 YEAR LIMITED LIGHT RESIDENTIAL WARRANTY

For 30 years from the date of purchase, your floor:

- will not rip or gouge from normal household use (movement of large appliances require special handling)
- will not permanently indent when proper floor protectors are used
- will not permanently stain from common household stains
- will not permanently stain from non-staining rubber backed mats
- will not permanently scuff from shoe soles
- will not fade or discolour from heat or sunlight
- will not discolour from moisture or underlayment panels
- will not contain manufacturing defects
- will not wear through for the lifetime of the product as long as the floor is installed and maintained in accordance with the PurParket Installation Instructions.

20 YEAR LIMITED LIGHT RESIDENTIAL WARRANTY

For 20 years from the date of purchase, your floor:

- will not rip or gouge from normal household use (movement of large appliances require special handling)
- will not permanently indent when proper floor protectors are used
- will not permanently stain from common household stains
- will not permanently stain from non-staining rubber backed mats
- will not permanently scuff from shoe soles
- will not fade or discolour from heat or sunlight
- will not discolour from moisture or underlayment panels
- will not contain manufacturing defects
- will not wear through for the lifetime of the product as long as the floor is installed and maintained in accordance with the PurParket Installation Instructions.

10 YEAR LIMITED LIGHT COMMERCIAL WARRANTY

The PurParket Flooring 10 year limited light commercial warranty is offered for the following applications:

- rental units, lease properties, apartments, hotel rooms, meeting rooms, office areas
- low traffic areas and commercial offices, showrooms and retail spaces
- Home and multifamily dwellings and common areas up to 100 yd.²
- privately owned in-house businesses including daycare centres, doctor's offices, dentist offices law firms and beauty salons
- residence bathrooms and kitchens and multifamily units

This light commercial warranty is not offered for the following applications (*Applicable to the Latitude Collection Only*)

- anywhere commercial cleaning machines will be used
- corridors
- large dining areas
- assisted living
- commercial applications (education/institutional, hospital/healthcare, retail/mercantile, office, hospitality)

This 10 year light commercial warranty means that for 10 years from the date of purchase, your floor:

- will not permanently stain from common household stains
- will not permanently scuff from shoe soles
- will not fade or discolour from heat or sunlight
- will not discolour from moisture or underlayment panels
- will not contain manufacturing defects as long as the floor is installed and maintained in accordance with the PurParket Installation Instructions.

EXCLUSIONS OF THE COMMERCIAL WARRANTY

The following are not covered under the commercial warranty:

- the installation of the product outdoors- these floors are designed for indoor use only
- damage due to improper maintenance
- improper installation, unapproved modification or repair
- failure of the floor due to wet or abrasive debris or other conditions caused by wet or dirty footwear
- damage due to exposure to excessive heat
- dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations, to actual product runs
- accidents or misuse
- Non-PurParket Latitude approved adhesive failures (in cases where Latitude or Element collections are glued-down)
- damage caused by stains, scratches, gouges, scuffs, punctures, tears, fading, indentations, burns, lack of proper furniture rests; improper storage or incident such as fire, flood or abuse

NOTE: *sliding heavy furniture or appliances may permanently damage your PurParket Latitude and Element collection floors.*

- indentation from improper loading including high heels, spiked shoes or pets
- rolling loads, chairs, or other furniture not using floor protectors

- failure of the floor to adhere to the subfloor due to moisture, alkaline or hydrostatic pressure from the subfloor, etc.
- discolouration caused by the use of rubber-backed mats, or any other mats not identified/labelled as non-staining
- replacement of materials, which have been installed, and that contain obvious visual defects
- inappropriate end-user activities
- damage caused by fire, flooding or intentional abuse

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS OF A PARTICULAR PURPOSE, ARE EXCLUDED.

PURPARKET FLOORING EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES.

THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

WHAT IS EXCLUDED FROM ALL WARRANTIES

PURPARKET FLOORING EXCLUDES AND WILL NOT PAY INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THIS LIMITED WARRANTY. SUCH INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDES ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. These incidental and consequential damages includes expenses related to the moving of furniture or appliances, the labor costs of replacing the flooring and general loss of use and any related expenses.

NO IMPLIED WARRANTIES EXTEND BEYOND THE TERM OF THIS WRITTEN LIMITED WARRANTY.

PLEASE NOTE: *Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.*

WHAT IS NOT COVERED BY THIS WARRANTY

- Damage that is not visible to the naked eye before or during the installation of the floor
- Damage caused by fire, flooding or intentional abuse
- Damage caused by vacuum cleaner beater bar, caster wheels, spiked heel shoes, and cutting from sharp objects
- Damage caused by scratches, indentations, marks stains or other accidental exposure to pebbles, grit, sand or other abrasive, pets, or insects.
- Minor colour, shade variations between samples or printed colour photography of the actual material.
- Commercial use of residential products
- Construction or installation related damage
- Floors damaged by excessive moisture such as water leakage
- Installation defects
- Dissatisfaction due to improper maintenance
- Damage caused by improper furniture rests and floor protectors, and 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)
- Discolouration or damage caused by adhesives or floor care products not recommended by PurParket Flooring
- Floors that are installed in other than owner occupied or tenant occupied residences.

WARRANTY SUPPORT

If any of the above should occur within the specified warranty period, the manufacturer will either repair the defective area or replace the floor with comparable flooring in a similar colour, pattern and quality at the manufacturer's option. *No labour or secondary costs will be paid.*

NOTE: *The above warranties are "pro rata". A "pro rata" warranty provides for a refund or credit that decreases as the respective warranty period progresses, i.e., the warranty is reduced proportionally to the amount of time that you own your floor. This warranty and liability does not extend beyond the flooring planks or tiles and is limited to a maximum value of the original price.*

This Warranty is NOT applicable to installations in:

Heavy traffic areas such as, but not limited to, public areas in airports, bus stations, etc

WARRANTY OWNER

This warranty extends only to the original end-user. *Warranties are non-transferable with the exception of warranty transfer from contractor to owner.*

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM

All claims must first be inspected by the dealer to predetermine if the complaint is a maintenance, installation or manufacturing issue. It is the dealer's responsibility to address & rectify the situation with their clients. If it is determined that there is a manufacturing deficiency, a claim must be submitted in writing by the dealer to their PurParket sales representative.

In order to file your claim, you will be required to provide the original receipt (within 6 months of occurrence) and proof of purchase in order to verify the purchase and purchase date, installation, environmental conditions and details of the issue.

You may be required to grant PurParket or its agents access to your premises to inspect the installed product in dispute and/or remove samples of the product for verification and technical analysis. Failure to provide reasonable access to the installation area or provide requested information and/or documentation may result in denial of the claim.

Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

This warranty applies to floors purchased after January 2017.