

This document details of coverage and limitations for the following warranties for Terra Legno Infiniti® Rigid Core flooring planks and tiles. These Limited Warranties are provided by Terra Legno, Ltd. and begins when the flooring is purchased.

- Lifetime Limited Structure Warranty
- Lifetime Limited Waterproof Warranty
- Lifetime Limited Pet-proof Warranty
- 30 Year Limited Commercial Wear Warranty

The finish of the floor plank is warranted by Terra Legno, Ltd. not to wear through under normal commercial use for a period of thirty (30) years from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Hallways, Checkout (cash register or furnishings CANNOT be bolted to the floor), Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Entryways (walk-off mats required)
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required)
- Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby, Entryways (walk-off mats required)
- Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms, Hallways, Lobby, Entryways (walk-off mats required)
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways, Entryways (walk-off mats required)

30 Year Limited Commercial Wear Warranty

The vinyl layer of the floor plank is warranted by Terra Legno not to wear through under normal commercial use for thirty (30) years. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with proper recommended commercial maintenance, spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Terra Legno will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of Lifetime Limited Warranties". This warranty is non-transferable and applies only to the original purchaser.

Lifetime Limited Structure Warranty

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, Terra Legno will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Should a defect occur, Terra Legno will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

Lifetime Limited Structure Warranty Coverage: Upon determination of a valid manufacturing defect, a credit will be issued to the dealer, and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty.

Lifetime Limited Waterproof Warranty

Terra Legno warrants that for the stated warranty period from the date of original purchase, your Terra Legno product will not swell, cup, or crack due to:

- Normal commercial cleaning practices (see Commercial Care and Maintenance document for additional information)
- Moisture due to normal everyday spills (see Care and Maintenance document for additional information)
- Moisture from subfloor when exposed to such conditions.

All sources of subfloor moisture should be remedied prior to installation. This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.)

While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed).

Lifetime Limited Waterproof Warranty Does Not Cover:

- Damage to surrounding structure, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.

Lifetime Limited Pet-proof Warranty

Terra Legno warrants that your luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Pet-proof Warranty Does Not Cover:

- Any urine, feces, or vomit stains other than pet.
- Product installed in: Pet Stores, Pet Grooming Salons, Pet Kennels and Boarding, Veterinarian Clinics, or any other pet focused business.

Terms of Lifetime Limited Warranties:

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Terra Legno will pay 50% of reasonable labor costs.
- ***Between Year Five - Ten:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- ***After Ten years:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Terra Legno will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.
- ***Multi-Family Use*** of Wear Limited Warranty will be covered for units and common areas under the specific Commercial Warranty associated with the product.

These limited warranties are subject to the following conditions:

1. The floor must be installed properly and according to Terra Legno's installation instruction
2. The flooring must be used only indoors in a climate-controlled area.
 - a. This product is warranted for installation into environments (such as "three season rooms and dwellings") that experience extended periods where the ambient environment is either not controlled or minimally controlled allowing seasonal fluctuations in temperature and relative humidity. That said, for such installations, the product must be acclimated and installed into a controlled environment where temperatures are kept between 55°F degrees and 85°F degrees for a period of 72 hours prior to, during and 72 hours after installation. Failure to comply with these installation parameters will disallow warranty coverage.
3. The flooring must be maintained in accordance with Terra Legno's Commercial Maintenance instructions.
4. This limited warranty does not apply to Terra Legno's moldings and trims.

5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

EXCLUSIONS TO LIMITED WARRANTY

- Dissatisfaction due to improper installation or improper commercial maintenance.
- For products sold as “Do-It-Yourself” no labor costs will be provided as part of this warranty.
- Damages resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentation, improper or insufficient maintenance, use of steam cleaners, and lack of proper floor protector.
- Damages or failure of floor to adhere to subfloor resulting from excessive moisture, alkali and/ or hydrostatic pressure.
- Color variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways or parking lots.
- Reduction of gloss from use.
- Products sold through unauthorized internet dealers. *To confirm authorization, contact info@terralegno.com*
- Installation over gypcrete or other similar materials that have not been first sealed with a product expressly approved by Terra Legno in writing prior to installation.
- Residential or Commercial installation with heavy wheeled vehicle traffic that permanently indents or damages the flooring.
- This limited warranty is not valid for any product purchased in the United States which is installed outside the United States. **ANY PRODUCTS PURCHASED IN THE UNITED STATES THAT ARE INSTALLED OUTSIDE THE UNITED STATES ARE SOLD WITHOUT ANY WARRANTY EXPRESS OR IMPLIED.**
- Terra Legno reserves the right to final judgment regarding claim approval.

How to File a Claim

If you think that there is a defect in your flooring that is covered by this Terra Legno warranty, you must notify the Terra Legno retailer who sold you the flooring. Your retailer will be able to file the claim with Terra Legno for you. If you are unable to contact your retailer or do not receive satisfaction, write to:

info@terralegno.com

or

Terra Legno, Ltd.
Technical Services
35 Dale Avenue
Paterson, N. J. 07505

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the flooring excluding pad and labor.

Implied warranties

Please note - The warranty is not transferable. It extends only to the original end-use purchaser. Terra Legno does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Terra Legno shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.