



Residential Product Limited Warranty

General Terms:

This warranty document covers products manufactured and applied in a residential setting. For products used in commercial applications, please refer to Technical Bulletin NFT_PS002 Commercial Use Guide and NFW-CW01 Commercial Product Warranty for further information. Novalis International reserves the right to classify each installation regarding use according to this published bulletin.

Novalis 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. Self-stick and D.I.Y products are not covered under this warranty.

Product	Residential	Light Commercial	Full Commercial
Rural 2.0(0.2)mm	10 years	--	--
Light Wood 2.0(0.3)mm	15 years	8 years	--
Wood 2.5(0.5)mm	25 years	20 years	10 years

Manufacturing Defect Warranty:

Novalis International warrants that the NovaFloor Collection of solid vinyl planks and 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 Novalis, Novalis will authorize repair or replacement of the affected area of installed flooring.

Wear Warranty (Limited Wear):

Novalis International warrants that the installed product will not wear through to the printed film layer, stain or fade under normal household use for a period of time as defined in Table A herein. Wear through is defined herein that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use. Stains and fading must be sufficient that the affected area of flooring is permanently discolored from normal household use and cleaning.

Residential Wear Warranty Provisions:

- Novalis will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, Novalis reserves the right to select and supply similar Novalis materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.

Warranty Limitations

- This warranty is not transferable.
- Manufacturing defect must be reported within 3 months from the date of purchase.
- This warranty covers only properly installed and maintained floors, according to Novalis installation guidelines and accepted industry practices.
- Novalis excludes and will not pay for any **consequential or incidental damages** under this limited warranty.
- Novalis will not pay for the loss of time, inconvenience or other incidental expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area subsequent to the original installation.
- This warranty does not cover the exclusions indicated on the package.
- Novalis reserves the right of final judgment and may refuse claims in certain instances.
- Novalis reserves the right to modify or withdraw the warranty at any time.

This warranty does not include the following:

- Improper installation or product not installed according to Novalis installation guidelines and accepted industry practices.



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- Use of adhesives not supplied under the Novalis International 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.
- Lack of maintenance or improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Damaged by narrow tipped heels, vacuum cleaner beater bars, burns, cigarette burns, cuts, scratches, gouges and indentations caused by rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, and cuts caused by sharp objects.
- Damage caused by burns, flooding, fires and other disasters.
- Staining or changes in color 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; fading or staining caused by use of rubber mats.
- Stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats.
- 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 from doors.
- Mold and mildew growth caused by excessive moisture.
- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radiant-heated floor in excess of 30°C.
- Different from samples or printed material in shade, color or embossing.