



Residential Vinyl Warranty

What this Limited Residential Warranty covers

Knoa's Flooring warrants that Knoa's vinyl collections: Urbia Series, Peak Series, and Swiss Bella Series; flooring products will be free from manufacturing defects for the length of time specified for the particular product.

This warranty further covers delaminating, loss of original pattern and color due to fading or wear, will not curl up; when the flooring is subject to normal residential use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All floating product Unilin joints are warranted to be watertight.

Peak Series Residential Lifetime Warranty

The Knoa's Flooring Peak Series lifetime limited residential warranty for Knoa's Flooring vinyl tile means that for the life of the floor, the floor listed above:

- Will not wear through**
- Will not contain manufacturing defects.
- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use***
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the tile will not curl.

** Wear through is defined as loss of the floor design due to normal household use.

*** We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

Warranty Terms

Within One Year: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Knoa's Flooring will supply new flooring material of similar color, pattern, and quality to replace the defective area. Knoa's Flooring will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Knoa's Flooring will supply new flooring material of similar color, pattern, and quality to replace the defective area. Knoa's Flooring will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified, Knoa's Flooring will supply new flooring material of similar color, pattern, and quality to replace the defective area. Knoa's Flooring will not pay any labor costs.

Replacement/Repairs

Knoa's Flooring reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Knoa's Flooring repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that Knoa's Flooring repairs a floor, this warranty shall remain in effect with respect to such floor.

What you should do if you find that there is a defect in the quality and you need warranty service:

- You (the original purchaser) should notify the authorized Knoa's Flooring dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
- You (the original retail purchaser) must present to your authorized Knoa's Flooring dealer the following items for a warranty claim to be considered:
 - A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
 - A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

What Knoa's Flooring will do should you need warranty service:

If a defect covered by this warranty is reported to Knoa's Flooring in writing within one year of purchase, Knoa's Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. Knoa's Flooring will assume all reasonable labor costs*.

* Reasonable labor costs shall be determined solely by Knoa's Flooring.

Each Limited Knoa's Flooring Vinyl Flooring Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Knoa's Flooring Vinyl is visible. The flooring must be installed in accordance with Knoa's Flooring recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Improper installation and/or maintenance
- Differences in color between products and samples or photographs; Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against these normal occurrences.
- Problems resulting from excessive moisture, alkali, or water pressure from sub floor
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs, and other furniture not using floor protectors
- Discoloration, including but not limited to U.V. light and heat sources
- Surface scratches, changes in shading, texture, and/or gloss during use
- Damage caused by chemically reactive materials, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing

- Damage caused by vacuum cleaner beater bar
- Cutting from sharp objects
- Asphalt staining and staining from rubber mats
- Surface scratches, changes in shading, texture, and/or gloss during use
- Changes in color or sheen appearance when exposed to a natural light source; exterior application or loss due to inconvenience, loss of time, incidental expenses, or consequential damages.
- Inappropriate end-user activities
- Construction or installation-related damage
- Damage caused by fire, flooding, or intentional abuse
- If, prior to installation, Knoa's Flooring are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, and if, post-installation, Knoa's Flooring floors are not continuously maintained at such temperature, damage incurred may not be covered by your warranty.

Warranty Owner

This warranty applies only to a resident homeowner who is the original purchaser of the Knoa's Flooring products, not to any subsequent homeowner.

For details, please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state. This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. Knoa's Flooring needs the receipt in order to verify date of purchase to help resolve any problems.

PLEASE NOTE: Knoa's Flooring does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Knoa's Flooring 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 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. This warranty is effective for all shipments after January 1, 2015.