

1. **Coverage – Manufacturing Defect:** Kolay Flooring International warrants its regular (first quality) vinyl plank, tile and sheet flooring to be free of manufacturing defects, within generally accepted standards of Commercial Flooring Industry, for one year from date of sale to the original flooring owner/end.user.
2. **Coverage – Wear Through:** Kolay Flooring International warrants its regular 22mil (first quality) vinyl plank, tile and sheet flooring against ordinary wear through the wear layer and visual film graphic design for up to 25 years from normal foot traffic.
3. **Terms and Conditions:** It is the responsibility of the installation company to inspect the product and report any defects to Kolay Flooring prior to installation. Installation of the product is deemed acceptance and confirmation that it is first quality material. If it is determined upon review that there was a clear defect in the product and it was installed knowingly, a maximum of 100 square feet of material will be provided by Kolay free of charge. In this instance no labor reimbursement will be in effect. After the initial installation and within one year of the original purchase date, If there are any defects they must be reported to Kolay in writing and validated by Kolay. Upon completion of the review Kolay will make a determination of the next step. This could include new replacement material of the same or similar quality, sufficient to repair or replace any defective material and reasonable labor costs will be provided.
4. **Warranty Actioning:**
  - a. A written report of any suspected defect should be sent to Kolay with a copy of the original purchase receipt that shows dealer name, address, purchase date, item, style number, quantity, material cost..
  - b. Upon receipt by Kolay of above information, arrangements will be made for a Kolay representative to inspect the material believed to be defective.
5. **Warranty Resolution:** If said defect is confirmed, Kolay will resolve as detailed in Paragraph 3 (Terms and Conditions) above.
6. **Warranty Exclusions:**
  - a. Damage caused by improper storage and handling prior to installation.
  - b. Material utilized for other than prescribed use as flooring.
  - c. Material installed with obvious defects.
  - d. Conditions resulting from installing, utilizing and maintaining flooring not in conformance with the most current Kolay Technical Manual for Installing Interior Flooring Products.
  - e. Material not installed with Kolay approved adhesive proper for the flooring specified or for the jobsite conditions and intended use.
  - f. Material not maintained with Kolay approved maintenance products and/or not maintained according to Kolay recommended maintenance procedures.

- g. Material installed over gypsum underlayment or lightweight aggregate concrete with density less than 90 lbs./cubic foot or installed over particle board, chip wood, pressboard and similar.
- h. Situations created by and resulting from excessive moisture, alkali or hydrostatic pressure, mold and mildew in substrate.
- i. Situations created by and resulting from flooding, standing water and temperature extremes.
- j. Indentation and point loading from wheels and high heeled shoes.
- k. Situations created by or resulting from the absence of or improper or poorly designed furniture rests and floor protectors.
- l. Telegraphing of adhesive trowel lines, joint lines, and underlayment fasteners.
- m. Situations created by or resulting from lack of or improper protective matting at entryways, landings and pivot points.
- n. Situations created by or resulting from rubber tipped furniture legs, rubber wheels, mats and carpets with rubber or synthetic backing.
- o. Variation in color, surface texture and finish of installed flooring with same characteristics in sample material and photographic print reproduction. Variation in color could be more apparent in solid color products.
- p. Damage from ongoing work by other construction trades.
- q. Excessive wear from presence of sand and/or grit on installed material.
- r. Surface abrasion and/or change in surface finish from normal use, lack of maintenance or improper maintenance.
- s. Cuts, scratches, gouges, scuffs, punctures, tears, indentations and burns.
- t. Discoloration due to insufficient or improper substrate preparation, installing procedures, lack of maintenance or improper maintenance.
- u. Stains and/or discoloration created by or resulting from, but not limited to: dyes, inks, fading, contact with synthetic or rubber products (including mat and carpet backing), non approved adhesive or maintenance products, traffic borne contaminants, spills, and tracked-in matter including asphalt, resins, driveway sealers, carpet crocking, sunlight, heat generation, and plasticizer migration.