

20 Year Residential /5 Year Light Commercial Warranty



## RIGID CORE VINYL

12MIL VINYL

2017

## Rigid Core Vinyl

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### Limited Warranty

Eternity warrants that its flooring will be free from manufacturing defects and, under normal household or commercial use and proper maintenance, will not wear, fade, or be structurally compromised by water, for a number of years\* following the date of purchase (specified below). This limited warranty only applies provided the flooring covered by this warranty is installed and maintained per the installation and maintenance guide.

- *Wear* must be through the wear layer to the degree that the printed pattern is affected or altered
- *Fade* must be to the degree that the floor is permanently discolored
- *Stain* must be from normal household cleaning agents, chemicals or routine care & maintenance

\*20 years normal residential use or 5 years light commercial use

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### Before Installation

Eternity warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. The retailer must be informed of defects in writing within 15 days, after this time has passed, no further claims will be accepted. Eternity will not be responsible for any claim for flooring installed with visual defects.

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### Installation

This warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed. All other instructions contained in the current installation guide must be followed when installing Eternity floors or this warranty will be voided. Please check [www.etsflooring.com](http://www.etsflooring.com) for the current guide.

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### Replacement/Repairs

Eternity reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Eternity repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. Only new material from the current product range at the time of the claim will be supplied. There will be no other form of compensation and responsibility of this warranty applies only to hidden defects. If Eternity repairs or replaces any flooring covered under this limited warranty, this limited warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original limited warranty.

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### Limited Warranty Terms & Conditions

Eternity reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this limited warranty. Window coverings should be used during periods of intense sunlight to avoid overheating the floor and protective mats must be used at all exterior entrances to prevent damage from contaminants. Failure to adhere to Eternity's maintenance guidelines may result in void warranty.

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## Exclusions

The following are not covered by this limited warranty:

- Dissatisfaction or damage due to abnormal use/conditions, abuse, and improper installation or maintenance.
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Surface scratches or scuffing
- Damage from pets
- Damage from failing to adhere to radiant heat guidelines
- Damage or changed in color due to exposure to extreme heat, sunlight exposure, or dryness.
- Stains as result of any chemical other than recommended cleaning products.
- Changes in color or sheen due to use of rubber backed mats
- Exterior application
- Loss of gloss
- Minor shading, color, or texture differences between samples or printed color photographs or illustrations and delivered product
- Damage caused by hydrostatic pressure or conditions that result in water or moisture below the floor.
- Open joints of 0.2mm or less and/or joints compromised or obstructed by improper installation or lack of continuous climate control.
- Flooring sold as irregulars, trial grade material, or “as-is”
- Damage to floors installed in mobile homes that do not maintain recommended temperature or are installed over an unstable/uneven subfloor.
- Damage due to installations in facilities where walkers and wheelchairs are used (i.e. Residential and or extended care) or in facilities with movement of heavy displays, racks, dentist chairs, etc. may exert extreme stress and compromise the locking system.
- Water damage to anything unrelated to Eternity Flooring (ex: furniture, fixtures, moldings etc.) and any damage resulting from mold or mildew growth.
- This limited warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65-85 degrees Fahrenheit) at j site for 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature.
- Loss due to 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 limited warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This limited warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser.

Eternity requires the receipt in order to verify date of purchase to help resolve any problems.

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## Warranty Owner

This limited warranty applies to only the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner. The “original purchaser” is the person stated as the buyer on purchase documents. When a claim is filed, the original purchaser must provide proof of compliance with Eternity’s maintenance and installation guides.