

# GARRISON COLLECTION

## GARRISON LUXURY VINYL WARRANTY

25 Year Limited Residential Wear and Structure Warranty  
10 Year Limited Commercial Wear and Structure Warranty

*This warranty, which begins from the date of purchase, applies to products used in residential applications for as long as the original purchaser owns and resides in the home where the product was installed. This warranty is not transferrable.*



### ATTENTION:

Garrison vinyl flooring subjected to excessive heat and sun exposure is subject to expansion and contraction (thermal degradation). Use appropriate precautions to minimize potential effects on your Garrison vinyl floor.

### LIMITED 25 YEAR RESIDENTIAL / 10 YEAR COMMERCIAL WARRANTY

#### **Residential Warranty**

Garrison guarantees that for a period of 25 years from the purchase date, your Garrison vinyl flooring, installed in residential units will be free from manufacturing defects and will not wear through or permanently stain from common household products when installed and maintained in accordance with our Care and Maintenance Guidelines. This guarantee applies only to the original purchaser and proof of purchase is required for filing a claim. Claims for wear must show a minimum dime size area. High-heeled shoes, rolling carts, furniture and chairs without protective pads can damage the floor and are not covered by this warranty.

*\* If you wish to file a claim under this warranty, contact the authorized dealer where the flooring was purchased.*

#### **Commercial Warranty**

Garrison guarantees that for a period of 10 years from the purchase date, your Garrison vinyl flooring, installed in commercial units will be free from manufacturing defects and will not wear through or permanently stain from common household products when installed and maintained in accordance with our Care and Maintenance Guidelines. This guarantee applies only to the original purchaser and proof of purchase is required for filing a claim. Claims for wear must show a minimum dime size area. High-heeled shoes, rolling carts, furniture and chairs without protective pads can damage the floor and are not covered by this warranty.

*\* If you wish to file a claim under this warranty, contact the authorized dealer where the flooring was purchased.*

## WARRANTY EXCLUSIONS

Although the Garrison Collection vinyl floors are very durable, proper measures must be taken to ensure adequate care and maintenance of the flooring.

NOT covered by this warranty:

- Stains caused by improper care and maintenance.
- Swelling of edges or end peaking due to excessive moisture or heat of any type from any source.
- Scratches of any kind. Vinyl flooring will scratch if not properly protected. Make sure all furniture has felt pads on all legs and have adequate door mats at all outdoor entrances.
- Denting from objects which have fallen onto the flooring.
- Fading due to excessive exposure to sunlight.
- Damage caused by improper storage, handling, or installation methods.

## WARRANTY PROCESS

Product determined to have any possible defect by the professional installer should be returned to your dealer, contractor, or builder for inspection and possible replacement **PRIOR TO INSTALLATION**. All questions of product quality are to be addressed prior to installation. **No credit will be given for material installed with defects or without official approval from end user of product satisfaction.**

### **What you should do if any of the above listed problems occur and you need warranty service:**

During the warranty period, should you have any problems with your Garrison Collection floor, please contact the authorized Garrison dealer, builder, or contractor who sold the product within 30 days from the date the problem occurs. NOTE that these sources are not authorized to make any decisions regarding warranty coverage or any remedies there under; they are merely the means through which you should report any problems to Garrison. NOTE ALSO that Garrison must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue. In the event of an approved claim, Garrison will replace the affected plank(s) or refund an amount equal to the cost paid for the damaged planks by the end user.

## WARRANTY DISCLAIMERS

ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY FOR RESIDENTIAL FINISH WEAR DESCRIBED ABOVE. GARRISON SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES INCURRED BY THE PURCHASER OR BY ANY OTHER PERSON. THE REMEDIES AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY GARRISON OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO: REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. YOU

MUST UNDERSTAND AND AGREE THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE SOLELY YOUR RESPONSIBILITY AND ARE EXCLUDED AS A POTENTIAL REMEDY FOR ANY BREACH BY GARRISON OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE HARDWOOD FLOORS. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED. THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF CALIFORNIA AND ANY APPLICABLE FEDERAL LAWS OF THE UNITED STATES OF AMERICA. ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT INTO THE COURTS OF THE STATE OF CALIFORNIA, COUNTY OF LOS ANGELES.