

GARRISON COLLECTION

SPC ELEMENTS WARRANTY

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



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.

30 YEAR LIMITED RESIDENTIAL WEAR & 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.

30 Year Limited Residential Wear Warranty

Garrison guarantees that for a period of 30 years from the purchase date, your Garrison vinyl flooring, installed in residential units will be free from manufacturing defects and will not wear through when installed and maintained in accordance with our Care and Maintenance Guidelines. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 5% of the total installation (gloss reduction or surface scratches are not considered surface wear). If 100% vinyl layer wear-through is determined to have occurred, Garrison Collection will arrange a pro-rated credit based on the terms outlined below in the section headed “Terms of 30 Year Limited Warranties”. This warranty is non-transferable and applies only to the original purchaser.

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.*

This 30-year limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Garrison Collection’s installation instructions.
2. The flooring must be used only indoors in a climate-controlled area.
3. The flooring must be maintained in accordance with Garrison Collection’s maintenance instructions.
4. This limited warranty does not apply to the Garrison Collection’s moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

30 Year Limited Structure Warranty

The floor plank and/or tile is warranted to be free from manufacturing or material defects for 30 years from date of purchase. Should a defect occur, Garrison Collection will arrange a credit based on the original purchase of the product. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty per the “Terms of the 30 Year Limited Warranties.” This warranty is not transferable by the purchaser of the floor.

30 Year Limited Structure Warranty Coverage

Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of replacement product. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the warranty per the “Terms of the 30 Year Limited Warranties.”

Terms of 30 Year Limited Warranties:

- Within One Year: Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Garrison Collection will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- Between Year One - Five: Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, Garrison Collection will arrange a credit based on the original purchase of the product or replace the product. Garrison Collection will pay 50% of reasonable labor costs.
- Between Year Five - Ten: Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, Garrison Collection will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- After Ten Years: Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Garrison Collection will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

WARRANTY EXCLUSIONS

Though Garrison Collection’s SPC floors are very durable, proper measures must be taken to ensure adequate care and maintenance of the flooring.

Exclusions from the 30 Year Residential Limited Warranty:

- Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests (such as: chair pads, mats, etc.), rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.

- Manufacturer makes no guarantee that Garrison Collection products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- Noncompliance with installation instructions and maintenance guidelines as recommended by Garrison Collection. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, or pets.
- Floor covering installed in inappropriate locations is excluded from this warranty.
- Gloss reduction or surface scratches are not considered surface wear.
- While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Garrison Collection's structure warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the floor plank or tile is structurally impugned, resulting from exposure to water, Garrison Collection will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 30 Year Limited Warranties".

WARRANTY PROCESS

Product determined to have any possible defect by the person doing the installation 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.

10 YEAR COMMERCIAL LIMITED WEAR & STRUCTURE WARRANTY

10 Year Commercial Limited Wear Warranty

Garrison guarantees that for a period of 10 years from the purchase date, your Garrison vinyl flooring, installed in commercial units/spaces will be free from manufacturing defects or wear through. when installed and maintained in accordance with our Care and Maintenance Guidelines. Vinyl layer wear-through is defined as 100% vinyl layer wear through that exposes the core material over a minimum of 5% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.)

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.*

If 100% vinyl layer wear-through is determined to have occurred, Garrison Collection will arrange a pro-rated credit based on the terms outlined below in the section headed “Terms of 10 Year Commercial Limited Warranty.” This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walkoff mats required)
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk off mats required)
- Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby
- Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways.

This 10 Year Commercial Limited Wear Warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Garrison Collection’s installation instructions.
2. The flooring must be maintained in accordance with Garrison Collection maintenance instructions.
3. This limited warranty does not apply to the Garrison Collection moldings and trims.
4. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

WARRANTY EXCLUSIONS

Though Garrison Collection’s SPC floors are very durable, proper measures must be taken to ensure adequate care and maintenance of the flooring.

Exclusions from the 10 Year Commercial Limited Wear Warranty:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that Garrison Collection products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Garrison Collection. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear.

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.