

PARADIGM WATER PROOF FLOORING

ELITE FLOORING SOLUTIONS

WARRANTY

Exclusive Limited Warranty

Elite Flooring Solutions warrants that its products are free from any visual or manufacturing defects. If the Products are found to be defective, Elite Flooring Solutions will supply new Product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area and will pay reasonable labor costs provided the flooring is professionally installed and maintained according to the installation instructions provided. Products that are non-defective but are damaged during an improper installation would not constitute a valid claim as defined by this limited warranty. Elite Flooring Solutions reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring and are not transferrable.

Pre-Installation Visual Limited Warranty

Elite Flooring Solutions warrants that this product is free from visual defects. All Product purchased for an installation should be inspected by the consumer and the installer. Pieces that appear to be visually defective should not be installed. Elite Flooring Solutions will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer to determine the suitability of the product for installation before it is installed.

If a problem occurs during the installation of the flooring, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact Elite Flooring Solutions immediately. Any costs caused by continued installation after the problem is noticed will not be covered by Elite Flooring Solutions.

Wear Limited Warranty

Paradigm flooring is protected with a wear layer. Elite Flooring Solutions warrants that there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. The term for your specific product wear Limited Warranty will appear on the insert of the product you purchased. This Limited Warranty only applies provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner's manual.

Specific wear warranties are:

<u>Wear Layer</u>	<u>Residential (years)</u>	<u>Commercial (years)</u>
12 mil	Lifetime	10
20 mil	Lifetime	15

Waterproof Limited Warranty

Paradigm flooring is warranted to be 100% waterproof. The structural performance of this flooring will not be adversely impacted by water exposure for the life of the product. Mold and or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and or mildew due to extended moisture exposure. Structural damages to the extruded composite flooring found caused by water will be subject to a pro-rated credit as described below in the "Terms of Lifetime Limited Warranty" section.

Waterproof Limited Warranty does not cover:

1. Any damage to structures that are not part of the installed extruded composite flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems.
2. Any damage from mold and or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

Terms of Limited Lifetime Warranties:

Claims reported on material defects of Paradigm flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

- Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
- Claims reported after 5 years of use will not pay labor charges.

For more warranty information, please refer to our website: www.eliteflooringsolutions.net

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls) included in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

Limited Warranty Exclusions and Conditions

- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or "as-is" goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site, is non-transferrable, and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owners Manual.
- Warranty does not apply to floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or exterior applications.
- Warranty does not apply to damages or failure of the floor to adhere to the subfloor resulting from excessive moisture, alkali and/or hydrostatic pressure.
- Warranty coverage does not apply to construction-related damage.
- Warranty does not cover color variations between samples and printed illustrations and actual production runs.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to product sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by improper use or maintenance such as:
 - Damage that results from not following floor maintenance instructions
 - Scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
 - Damages caused by burns, flooding, fires and other accidents.
 - Damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can permanently indent or damage the flooring).
 - Damage caused by caster wheels or vacuum cleaner beater bars.
 - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- Warranty coverage does not cover discoloration from heat or sunlight.
- Wear-Through means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- Residential use means normal conditions of daily activities in a normal household.
- Light commercial use means use in environments which do not have heavy commercial traffic such as and including art galleries, banks, bookstores, boutiques, coffee shops, dry cleaners, gift shops, hotel rooms, jewelry store, professional offices such as lawyers, accountants, physicians, dentists, and opticians, and waiting rooms.