



Product Warranty Information

WARRANTY - SPC and Luxury Vinyl Plank

Value Collection, Premier Collection, and Tyann LVP

This warranty is extended to the original purchaser ONLY and is not transferable. It is the responsibility of the installer and/or homeowner to inspect planks prior to installations. Planks that are defective or visually not acceptable, should be discarded or possibly used in another location of the room. Tyann Group Inc accepts no responsibility for costs of product or labor when planks with visible defects or irregularities have been installed.

IMPORTANT: Tyann and NBD Plank's installation and maintenance guidelines MUST be followed as a condition for this warranty. Any floor installed outside of printed installation and maintenance parameters is subject to denial of the claim. Detailed installation instructions are included in cartons of Tyann and NBD Plank SPC and LVP Flooring.

RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

This warranty applies to Tyann and NBD Plank's SPC and LVP Flooring, purchased from an authorized dealer and installed in a residential or light commercial area. Tyann warrants that the Tyann and NBD Plank flooring sold under this warranty is, at the time of sale, free from defects in material and manufacturing and that it conforms to the standard specifications for the product category. Tyann further warrants that when installed and maintained according to product specifications and when used according to its intended purpose, the flooring will not wear through, delaminate, separate, buckle or cup as a result of a manufacturing defect and maintenance. If your flooring fails for any of the above reasons, Tyann will replace, at its option, a portion or all the flooring at no cost to the original purchaser so long as the original purchaser still owns the property where the floor was installed. The warranty includes replacement material only and excludes any labor costs. Tyann and NBD Plank warranty is only extended to flooring maintained in normal environmental conditions, meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 65°F to 85°F year-round.

Warranty Period

Tyann LVP flooring is warranted to be free from manufacturing defects for 15 years from date of purchase in a residential application and for 5 years in a light commercial application.

Tyann Premier Collection flooring is warranted to be free from manufacturing defects for 35 years from date of purchase in a residential application and for 15 years in a light commercial application.

NBD Value Collection flooring is warranted to be free from manufacturing defects for 25 years from date of purchase in a residential application and for 10 years in a light commercial application.

Warranty Exclusions & Limitations

Please follow the recommendations in this guide to retain the fresh look and protect the finish.

- Failure to maintain the environment at the humidity range of 30% to 50% year-round and a room temperature of 65°F to 85°F.
- Color variations in flooring are a natural occurrence due to age and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Improper installation/maintenance and failure to adhere to Tyann installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Tyann accepts no responsibility for costs of product or labor when planks with visible defects have been installed.
- Indentations or scratches caused by furniture, appliances, pet claws, high heel shoes, spiked or damaged heels, cleats, sports hoses, pivot points (i.e. seating areas), wheel chairs, walkers, sand, pebbles or other abrasive materials.
- Installation over radiant floor heating with a surface temperature in excess of 85°F.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- Damage due to moisture intrusion from subfloor, but not limited to damaged from broken or leaking plumbing or appliance, wet mopping, weather conditions, or natural disasters.
- Flooring installed over improperly prepared or unstable subfloor.
- Damage caused by extended exposure to direct sunlight.
- Discoloration from rugs or floor mats (use only mats with non-staining backing).
- Damage caused by vacuum with a beater bar (rotating bristle brush).

If you feel you have a warranty claim, first contact your original flooring dealer and explain your concerns. Often, a flooring dealer can provide a simple solution to correct the situation.

Disclaimer – Terms of Use

Tyann Group Inc. DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Tyann Group Inc. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

**VISIT OUR WEBSITE:
TYANNMATERIALS.COM FOR ANY RECENT
UPDATES OF WARRANTY INFORMATION.**

Call Tyann Group Inc for any questions or concerns.



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