

COMMERCIAL WEAR WARRANTY

PRODUCTS: Artistry Collection
Nature Collection
Healthcare Collection
Loose Lay format

LSI vinyl tiles and planks are backed by a ten (10) year commercial wear warranty and a one (1) year manufacturing defect warranty.

LSI Floors warrants its floor tile and plank against wear-through to the decorative layer for a term of ten (10) years. LSI Floors also warrants its floor tile and plank against noticeable and/or hidden manufacturing defects for a term of one (1) year. Both timeframes are considered from date of invoice.

Warranty is subject to the following conditions:

- Floor tile and plank must be correctly installed in accordance with the LSI Installation Manual.
- Floor tile and plank must be maintained regularly as per the instructions found in the LSI Floors Maintenance Guide.
- Adequate steps must have been taken to prevent excessive dirt and moisture from being tracked across the tile or plank in areas that have more than normal and/or excessive foot traffic. i.e.; elevator cabs, escalator landings, exterior doors.

Areas not covered by warranty:

- Damage from scratches, indentations, cuts, gouges, burns, stains, reduction in embossing, reduction in gloss.
- Damage from poor or improper installation, poor or improper maintenance.

Should a warranty issue arise, LSI Floors is to be contacted immediately in writing. LSI will investigate the claim and respond with a written Report of Claim Assessment to the client as soon as possible. Should the floor tile or plank prove to be defective and/or prematurely worn LSI will supply new floor tile or plank to match existing. Where not possible, LSI will supply a tile deemed close in design to the original. LSI will cover the pro-rated cost of the new floor tile or plank. The installation costs will be covered to the portion and cost deemed appropriate.