

Ground Control Surfaces LVT/LVP, WPC & SPC Limited Warranty (rev. 12.2020)

Ground Control Surfaces warrants its vinyl flooring products to be free of any manufacturing defects for one year from the date of purchase. The wear layer of the floor is warranted by Ground Control Surfaces not to wear through under normal use for the length of time set forth in the table below. This warranty applies only to the original purchaser and is not transferrable. Please visit www.groundcontrolsurfaces.com for the most current installation guidelines and maintenance procedures.

Ground Control Surfaces will repair or replace any floor which is proved to be defective, at the sole discretion of Ground Control Surfaces, with new product of the same or similar style, size, color, grade and gauge. Ground Control Surfaces will pay reasonable labor costs if flooring was professionally installed. Products that were damaged in shipment, from improper handling or improper installation would not constitute a valid claim under this Limited Warranty.

Ground Control Surfaces reserves the right to inspect any claim and request photographs and/or samples prior to approval of claim.

PRE-INSTALLATION LIMITED WARRANTY

Ground Control Surfaces warrants that the product is free of manufacturing and visual defects. You and/or your installer should carefully inspect each piece prior to installation. Any pieces that appear to have defects should be set aside and should not be installed. Installation of material constitutes acceptance of product. Ground Control Surfaces will not be responsible for any claim for product installed with known manufacturing or visual defects. Ground Control Surfaces will not pay labor costs for flooring installed with known manufacturing or visual defects.

MANUFACTURING LIMITED WARRANTY

Ground Control Surfaces flooring is warranted to be free from manufacturing defects for a period of one year from the date of purchase when installed in accordance with current installation guidelines. Should a defect occur, Ground Control Surfaces, at its sole discretion, will repair or replace that portion of the flooring determined to be defective, with new Ground Control Surfaces product of the same or similar style, size, color, grade and gauge. Ground Control Surfaces will pay reasonable and customary labor costs of flooring that was professionally installed.

WEAR LIMITED WARRANTY

Ground Control Surfaces flooring is produced with a protective wear layer. Ground Control Surfaces warrants that there will be no wear-through of the wear layer for the length of time set forth in the table below for each flooring type and specific wear layer thickness, due to normal wear, traffic or recommended maintenance. "Wear-through" refers to complete loss of the wear layer so that the printed design layer is changed or affected. Should wear-through of the wear layer occur, Ground Control Surfaces, at its sole discretion, will repair or replace that portion of the flooring determined to be defective, with new Ground Control Surfaces product of the same or similar style, size, color, grade and gauge. Ground Control Surfaces will pay reasonable and customary labor costs of flooring that was professionally installed as outlined below.

Product Type	Overall Thickness	Wear-layer Thickness	Residential Limited Warranty	Light Commercial Limited Warranty
LVT/LVP	2 mm	6 mils	15 years	N/A
LVT/LVP	2 mm – 3 mm	8 mils	15 years	5 years
LVT/LVP	2 mm – 3 mm	12 mils	20 years	10 years
LVT/LVP	3 mm	20 mils	30 years	15 years
WPC	5.5 mm	12 mils	20 years	10 years
WPC	6 mm – 7 mm	20 mils	30 years	15 years
SPC	4 mm - 6 mm	6 mils	20 years	10 years
SPC	4 mm - 6 mm	12 mils	20 years	10 years
SPC	6 mm – 7 mm	20 mils	30 years	15 years

Labor must be provided by a professional flooring installer, using the recommendations put forth by Ground Control Surfaces in the installation guidelines and maintenance procedures. The cost of repair or replacement labor by a professional installer will be paid according to reasonable and customary labor rates approved by the Ground Control Surfaces Resolutions Department.

- If a defect covered under the terms of this limited warranty occurs within one year of installation, replacement material of the same or similar size, style, color, grade and gauge, sufficient to repair or replace defective material and reasonable and customary labor costs will be credited.
- If a defect covered under the terms of this limited warranty occurs after one year, but within two years of purchase, replacement material of the same or similar size, style, color, grade and gauge, sufficient to repair or replace defective material and 90% of reasonable labor costs will be credited.
- If a defect covered under the terms of this limited warranty occurs after two years, but within five years of purchase, replacement material of the same or similar size, style, color, grade and gauge, sufficient to repair or replace defective material and an applicable reduction in reasonable and customary labor costs of 10% less each year will be credited, continuing until the fifth year.
- If a defect covered under the terms of this limited warranty occurs after five years, replacement material of the same or similar size, style, color, grade and gauge, sufficient to repair or replace defective material will be credited. No labor reimbursement will be applicable on floors installed more than five years.
- After corrective action is taken on an existing defect, you will continue to receive limited warranty coverage for the remaining period of the original warranty.

Multifamily use of Wear Limited Warranty will be covered for units and common areas under the specific Light Commercial Limited Warranty associated with the product.

Ground Control Surfaces reserves the right to final judgment regarding the approval for any repair or replacement of any Ground Control Surfaces product.

EXCLUSIONS TO LIMITED WARRANTY

- Floor products sold as close-outs, irregulars or second quality are sold "as is."
- Damage caused by improper storage and handling.
- Material utilized for other than prescribed use as flooring.
- Material installed with visual or obvious defects.
- Damage or failure due to use of improper adhesives or maintenance products.
- Dissatisfaction due to improper installation or maintenance.
- Damages resulting from misuse or abuse including, but not limited to, scuffs, scratches, cuts, burns, stains, improper or insufficient maintenance, lack of proper floor protection, or use of steam cleaners.
- Surface damages resulting from vacuum beater bar, indentation from high heels or sharp/heavy objects, wheels or rolling loads.
- Loss of gloss from normal use; changes in color or sheen from exposure to sunlight.
- Damages or failure of floor to adhere to subfloor resulting from improper subfloor preparation, excessive moisture, alkali and/or hydrostatic pressure.
- Damage caused by excess moisture, standing water, flood or extreme temperatures.
- Color variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways or parking lots.
- Installation over plywood, gypcrete or other similar materials that have not been first sealed with a product expressly approved by Ground Control Surfaces in writing prior to installation.
- Damage resulting from rolling loads and heavy wheeled vehicle traffic.

WARRANTY SERVICE

Warranty service provided by Ground Control Surfaces, a division of Swift-Train Company, LLC, 10850 Train Court, Houston, Texas 77041. To obtain a Request for Evaluation Form and/or warranty information, you may call 1-800-979-7943 (Attention: Resolutions Department). Any claim under this Limited Warranty must include a Request for Evaluation form properly filled out and accompanied by a dated proof of purchase or invoice. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

This limited warranty is made solely to the original purchaser of Ground Control Surfaces flooring products and is not transferable under any circumstances. Limited warranty period begins on date of purchase. This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of Ground Control Surfaces Company, or any other person, is authorized to assume for Ground Control Surfaces any additional liability or responsibility in connection with Ground Control Surfaces products. Consequently, agents, employees, distributors, and dealers of Ground Control Surfaces are not authorized to make modifications to this limited warranty, or additional warranties on behalf of Ground Control Surfaces. Accordingly, additional statements such as dealer advertising or presentations, whether oral or written, do not constitute warranties by Ground Control Surfaces and should not be relied upon. **IMPLIED WARRANTIES OF MERCHANTABILITY ARE LIMITED TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY CASE, GROUND CONTROL SURFACES SHALL NOT BE LIABLE FOR SPECIAL, CONSEQUENTIAL, OR INDIRECT OR OTHER DAMAGES ARISING FROM BREACH OF LIMITED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR OTHER LEGAL THEORY EVEN IF GROUND CONTROL SURFACES OR ITS AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.** Ground Control Surfaces reserves the right to modify or change this warranty at any time.

This warranty is effective for all products purchased after January 1, 2021.

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