

# AGS Sourcing Rigid Dryback<sup>®</sup> HDPC<sup>®</sup> Dryback Vinyl Plank Warranty

## Warranty

20 YEAR RESIDENTIAL LIMITED WEAR WARRANTY & 3 YEAR COMMERCIAL LIMITED WARRANTY

### What the Residential Limited Warranty Covers:

This flooring is warranted that:

- Will not wear through the finish under normal foot traffic conditions (scratches or reduction in gloss level is not considered wear)
- Will be free of manufacturing defects
- Wear-through is defined as total loss of pattern in a minimum of 2 square inch area, readily visible from a distance of 6 feet.

### What the Commercial Flooring Warranty Covers:

This floor is warranted for 3 years of commercial\* use from the date of original purchaser:

- Will not wear through the finish under normal traffic conditions (scratches or reduction in gloss level is not considered wear)
- Will be free of manufacturing defects

*\*Commercial is defined as areas such as business offices and boutique shops. Heavier traffic areas, entry foyers, food preparation areas, or any area where there are heavy rolling loads are not covered by this warranty*

### Moisture Warranty

AGS Sourcing Rigid Dryback warrants the flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, that the surface, when properly installed, shall be resistant to damage from typical damp mopping or normal household spills that are not left unattended. The Moisture Warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or pet urine.

### Radiant Heat (Underfloor) Installation

HDPC<sup>®</sup> Dryback may be installed over water-based radiant-heated subfloors, provided the surface temperature of the system does not exceed 85 degrees Fahrenheit

IMPORTANT: Due to the speed of sudden temperature changes, which has potential to negatively affect the flooring construction, it is not recommended to install HDPC<sup>®</sup> Dryback with electrical mat radiant heating systems. This will not be covered by the manufacturer's warranty. Radiant heating systems using water are acceptable. Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

### What you should do if any of the above listed problems occur:

The original residential purchaser should notify their local retailer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of this limited warranty. The original residential purchaser must present the following items for a limited warranty claim to be considered:

1) Contact your HDPC Flooring retailer no later than 30 days after the discovery of the defect. Proof of purchase is required. Your retailer will assist in coordinating a resolution of your claim.

### What AGS Sourcing Rigid Dryback will do:

AGS Sourcing Rigid Dryback will replace or repair defective or worn planks beyond standard 5% waste factor at no cost to you when installed as an interior residential/light commercial floor, subject to the terms and provisions in this document.



Exterior installation voids the scope of this Warranty. To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period.

**Scope of labor liability:** Under the following guidelines, reasonable labor charges to replace defective planks will be reimbursed through AGS Sourcing Rigid Dryback if the original floors were installed by a professional flooring contractor (receipt/payment of installation is required).

**Within One Year:** 100 percent of reasonable labor

**Within Three Years:** 50 percent of reasonable labor

**After Three Years:** No labor reimbursement

**LIMITATIONS AND EXCLUSIONS:**

If the original design/color/style is no longer available, AGS Sourcing Rigid Dryback reserves the right to substitute another design of similar structure and value from which the consumer may select.

This warranty does not apply to any product or products designated or sold "As Is".

This limited warranty is valid in North America, is not transferable, and extends only to the original purchaser of flooring installed in the area for which was originally installed. The flooring must be installed in accordance with HDPC® Dryback recommended installation instructions.

This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Extreme heat or cold
- Scratching, impact indentation, or cutting
- Improper workmanship or installation not in accordance with HDPC® Dryback installation instructions
- Improper maintenance
- Freight damage
- Staining from non-consumable food and drink items.
- Damages by acts of God
- Stains or damage due to pet urine
- Fading, squeaking, or loss of gloss over time.
- Water damage from excessive moisture in a concrete slab; hydrostatic pressure; flooding; household mechanical failures; damage caused by water underneath the flooring; natural disasters

AGS Sourcing Rigid Dryback excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

AGS Sourcing Rigid Dryback assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. AGS Sourcing Rigid Dryback reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. AGS Sourcing Rigid Dryback may repair, refinish or replace any defective product at its sole discretion. No installer, retailer, agent, or other has the authority to increase or alter the obligations or limitations of this warranty.

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