



LUXURY VINYL TILE Residential/Commercial Limited Product Warranty

These limited warranties are subject to the Warranty Terms and Conditions provided in this document. These limited warranties are in lieu of all other express warranties.

General Terms

The limited warranties, as defined below, apply when your Milliken Luxury Vinyl Tile (LVT) flooring is installed in accordance with Milliken LVT installation instructions and is treated with proper care and maintenance under normal residential and light commercial use.

Manufacturing Defect Warranty

Milliken warrants that the Milliken Collection of Luxury Vinyl Tiles will be free from manufacturing defects for a period of one (1) year from the date of purchase. Implied warranties are limited to the same duration. Some states do not allow limitations on how long an implied warranty lasts, so the preceding limitation may not apply to you. If such defect occurs, upon verification of the defect by Milliken, Milliken, at its sole discretion, will repair or replace the affected area of installed flooring.

Wear Warranty

Milliken warrants that the installed product will not wear through to the printed film layer, stain or fade under normal use as follows:

Residential Wear: covered for the lifetime of the original purchaser of the flooring from the date of purchase.

Commercial Wear: covered for a period of 12 years from the date of purchase.

The standard general terms, exclusions and limitations expressed elsewhere in this warranty document also apply.

WARRANTY TERMS AND CONDITIONS

- Your sole and exclusive remedy under these limited warranties for any and all losses or damages resulting from defective LVT shall be the repair or replacement of the LVT in the affected area, as determined by Milliken in its sole discretion, or, to the extent permitted by law, Milliken may elect to refund up to 100% of the cost of the any defective LVT product.
- Milliken requires the original sales receipt or other documentation as proof of warranty coverage and the date of purchase. For warranties providing for the Lifetime of the LVT, “Lifetime” is defined as the period of time that the original purchaser of the LVT chooses to keep the LVT on the floor at the original installation site.
- If replacement is chosen by Milliken as the appropriate remedy, Milliken will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, Milliken reserves the right to select and supply similar Milliken materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.
- One replacement floor only will be made for the wear out, fading and staining. Claimants who received a replacement floor pursuant to the Wear Warranty and these Terms and Conditions may not claim again and no additional replacement floors will be supplied.
- If refund of the original cost of the defective LVT is chosen by Milliken as the appropriate remedy, Milliken will refund a percentage of the original cost depending on the amount of time elapsed since the date of purchase according to the following schedule, subject to the applicable time period for each warranty:
 - Within 1-2 years - 100%
 - Within 3-5 years - 70%
 - Within 5-20 years - 50 %.
 - 20+ years – up to 50%
- If replacement is chosen by Milliken as the appropriate remedy, Milliken will pay the reasonable costs of professional labor within the approved labor charges put forth by Milliken, provided that the labor used to install the replacement flooring is performed according to Milliken guidelines and standard industry practices. Labor must also be provided by a certified professional flooring installer. Labor will be paid according to the following schedule, subject to the applicable time period for each warranty:
 - Within the first 3 years – 100% of labor for reinstall
 - Within years 4-6 – 75% of labor for reinstall
 - Within years 7-10 – 50% of labor for reinstall
 - Within years 11-12 – 25% of labor for reinstall

This warranty does not cover or apply to LVT:

- installed with obvious manufacturing defects.
- not properly acclimated according to the Milliken Installation Guidelines.
- improperly installed or not professionally installed according to currently published Milliken installation guidelines and accepted industry practices.

- where an improper trowel was used during installation. Workmanship errors should be addressed to the contractor who installed the floor.
- installed in areas not intended for solid vinyl plank or tile.
- damaged by improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- damaged from accidents, casualty events, abuse or improper usage (including pet damage including but not limited to chewing, digging, and clawing). Accidents, abuse and improper usage include, but are not limited to, damage caused by casters on furniture, rotating beater bars on vacuum cleaners, narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges, indentations, cuts, impact from heavy and/or sharp objects.
- containing stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats; always use mats marked as “non-staining”
- damaged by remodel or construction related activities
- staining caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation.
- damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage.
- installed over unstable (installed over particleboard, chip wood or pressboard) or improperly prepared sub-floors, wet/cold floor and/or radiant-heated floor in excess of 85°F.
- different from samples or printed material in shade, color or embossing.

Other Limitations

1. This warranty is not transferable.
2. Product sold by the manufacturer as other than “first quality”
3. Visual defects must be reported within 3 months from the date of purchase.
4. This warranty covers only properly installed and maintained floors.
5. . Subject to applicable law, in no event will Milliken be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability or otherwise. Milliken’s maximum aggregate liability under these limited warranties shall be the amount you paid for the LVT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
6. Milliken will not pay for the loss of time, inconvenience or other incidental or consequential expenses or damages associated with repair or replacement of the LVT under this warranty.
7. Milliken reserves the right to inspect any flooring and installation deemed to be suspect to manufacturing defects.
8. No representative, employee, or agent of Milliken is authorized to modify or change the warranty statements made in this document.

9. THE WARRANTIES PROVIDED HEREIN ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED.

Covered Parties

These limited warranties cover the initial purchaser, and are not transferable. For the limited warranties to apply to LVT installed in residential applications, you must be a resident of the U.S.A., a “consumer” as defined in 15 USC § 2301 and be the owner-occupier of the residence in which the LVT is installed.

Cooperation

Any claims under the warranties may require the submittal of a sample of LVT from the area that is believed to be defective. Additionally, you must provide Milliken all reasonably requested assistance and cooperation in evaluating your claim, including making the installation site available for inspection by Milliken or any third-party designee of Milliken.

State Laws

These limited warranties give you specific legal rights, and you may also have other rights which vary from state to state.

Claim Filing

OBLIGATIONS OF PURCHASER-OWNER:

1. Purchaser/Owner must submit notice of all claims under this warranty within a reasonable time after discovery of the alleged defect giving rise to the claim and within the warranty period.
2. Claims must be submitted in writing to Milliken Quality Assurance at carpetclaims@milliken.com or to a Milliken Quality Assurance representative by phone at 1-800-528-8453 (Option 2 at prompt for Quality Assurance).
3. For further information about Milliken warranties please contact your Milliken Sales Representative or Milliken Quality Assurance at: Phone number: 1-800-528-8453 (Option 2 at prompt for Quality Assurance); E-mail: carpetclaims@milliken.com; or Toll Free Fax Number: 1-866-503-6815.

OBLIGATIONS OF MILLIKEN:

Milliken will, within ten (10) business days of receipt of notice made pursuant to Section 2, above, designate a representative to promptly respond and arrange an inspection of the LVT.