



## **12-YEAR LIGHT COMMERCIAL LIMITED WARRANTY (FLOATING CLICK)**

The following is the 12 Year Light Commercial Limited Warranty issued by SAR Floors for our floating click flooring when used in residential or light commercial applications.

This 12 Year Light Commercial Limited Warranty begins on the original date of purchase. The product must be installed in accordance with the installation guidelines. The product must be maintained in accordance with the floating click maintenance recommendations and such maintenance continues throughout the duration of the original installation.

The 12 Year Light Commercial Limited Warranty is further limited to the period of time the floating click is owned and maintained only by the original end-user purchaser. The basis of a warranty related claim is the original SAR Floors invoice or authorized SAR Floors dealer invoice.

Specifications and installation guidelines along with floating click care recommendations can be obtained from your dealer.

### **WHAT THE WARRANTY COVERS**

**Manufacturing Defects** – SAR Floors ensures that the floating click product will be free from any manufacturing defects during the period of this warranty.

**Wear** – SAR Floors ensure that during the period of the warranty, wear due to normal foot traffic will not change the visual aspects of the product.

### **WHAT IF YOU NEED WARRANTY SERVICE**

You (the original purchaser) should notify the authorized SAR Floors Dealer and/or your sales representative and submit in writing, the following:

1. Valid proof of purchase in the form of a sales receipt or invoice.
2. Detailed description of the problem along with a photograph and physical sample clearly showing the warranty problem.
3. Contact information for you (the original purchaser) including name, phone number, email address, mailing address and address of the project location.

Send all required documentation listed above to:

SAR Floors Financial Services at 7701 Derry Street, Harrisburg PA 17111

## WHAT WILL WE DO

Should a defect covered under this warranty be found, the affected area will be repaired to meet the warranty standards. If repair is not able to be made, SAR Floors may, at its sole option, replace the affected product or refund the purchase price for the affected area. SAR Floors will pay the standard costs for labor and freight. Any costs incurred for the moving of equipment including partitions, furnishings, or similar objects, that were installed over the SAR Floors product, will be at the purchaser's expense.

## WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product specific installation guidelines.

This warranty does not extend to or cover failure or damage resulting from the following:

Damage caused by improper installation or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the sub floor; indentation from improper loading including heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; discoloration, including but not limited to U.V. light and heat sources; surface scratches, changes in shading, texture and/or gloss during use; damage caused by chemically reactive material, dye, mold, stains, spillage; burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.

Any moisture related testing (i.e. calcium chloride, relative humidity and pH) is not the responsibility of SAR Floors and all issues related to moisture, including any floating click flooring related issues, are excluded from this warranty.

**NOTE:** Chair floor protectors are recommended to inhibit premature wear of the surface of the floating click flooring. Replacement floating click flooring will come only from current running-line products comparable to the warranted product.

**NOTE: The warranty is not transferable. It extends only to the original end use purchaser. SAR Floors does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. SAR Floors shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).**

**All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.**