

# COMMERCIAL WARRANTY GUIDE

## TERRENE™ COLLECTION

### 1. Coverage – Manufacturing Defect:

Parterre Flooring Systems warrants its regular (first quality) vinyl plank, tile and sheet flooring to be free of manufacturing defects, within generally accepted standards of Commercial Flooring Industry, for one year from date of sale to the original flooring owner / end-user.

### 2. Coverage – In-Use Defect:

Parterre Flooring Systems warrants its regular (first quality) vinyl plank, tile and sheet flooring against ordinary wear-through of wearlayer and visual film graphic design for 15 years from normal foot traffic.

### 3. Terms and Conditions:

a. For a defect reported to Parterre in writing within one year of purchase date and validated by Parterre, new replacement material, same or similar quality, sufficient to repair or replace defective material and reasonable labor costs will be provided.

b. For a defect reported to Parterre in writing after one year but within two years of purchase date and validated by Parterre, new replacement material, same or similar quality, sufficient to repair or replace defective material and 50% of reasonable labor costs will be provided.

c. For a defect reported to Parterre in writing after two years, but within five years of purchase date and validated by Parterre, new replacement material, same or similar quality, sufficient to repair or replace defective material and 25% of reasonable labor costs will be provided.

d. For a defect reported to Parterre in writing after five years, but within 15 years of purchase and validated by Parterre, new replacement material, same or similar quality, sufficient to repair or replace defective material will be provided, but no labor costs will be provided.

### 4. Warranty Actioning:

a. Written report of suspected defect should be sent to Parterre with a copy of original purchase receipt that shows dealer name, address, purchase date, item, style number, quantity, material cost and labor cost.

b. Upon receipt by Parterre of above information, arrangements will be made for a Parterre representative to inspect the material believed to be defective.

### 5. Warranty Resolution:

If said defect is confirmed, Parterre will resolve as detailed in Paragraph 3 (Terms and Conditions) above.

### 6. Warranty Exclusions:

a. Damage caused by improper storage and handling prior to installation.

b. Material utilized for other than prescribed use as flooring.

c. Material installed with obvious defects.

d. Conditions resulting from installing, utilizing and maintaining flooring not in conformance with Parterre Technical Manual for Installing Interior Flooring Products – most current edition at time of installing.

e. Material not installed with Parterre adhesive proper for the flooring specified or for the jobsite conditions and intended use.

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- f. Material not maintained with Parterre maintenance products and / or not maintained according to Parterre recommended maintenance procedures.
- g. Material installed over gypsum underlayment or lightweight aggregate concrete with density less than 90 lbs. / cubic foot or installed over particle board, chip wood, pressboard and similar.
- h. Situations created by and resulting from excessive moisture, alkali or hydrostatic pressure, mold and mildew in substrate.
- i. Situations created by and resulting from flooding, standing water and temperature extremes.
- j. Indentation and point loading from wheels and high-heeled shoes.
- k. Situations created by or resulting from absence of or improper or poorly designed furniture rests and floor protectors.
- l. Telegraphing of adhesive trowel lines, joint lines, underlayment fasteners, etc.
- m. Situations created by or resulting from lack of or improper protective matting at entryways, landings and pivot points.
- n. Situations created by or resulting from rubber tipped furniture legs, rubber wheels, mats and carpets with rubber or synthetic backing.
- o. Variation in color, surface texture and finish of installed flooring with same characteristics in sample material and photographic print reproduction.
- p. Damage from on-going work by other constructions trades.
- q. Excessive wear from presence of sand and / or grit on installed material.
- r. Surface abrasion and / or change in surface finish from normal use, lack of maintenance or improper maintenance.
- s. Cuts, scratches, gouges, scuffs, punctures, tears, indentations and burns.
- t. Discoloration due to insufficient or improper substrate preparation, installing procedures, lack of maintenance or improper maintenance.
- u. Stains and / or discoloration created by or resulting from, but not limited to dyes; inks; fading; contact with synthetic or rubber products (including mat and carpet backing); non-approved adhesive or maintenance products; traffic-born contaminants; spills; and tracked-in-matter including asphalt, resins, driveway sealers, carpet crocking, sunlight, heat generation, plasticizer migration, etc.

### 7. Warranty Limitation:

- a. There is no warranty beyond the warranty expressed here.
- b. Parterre liability for loss of profit, other indirect, special or consequential damages are specifically excluded. Remedies contained herein are the only remedies available for breach of the warranty.
- c. Parterre Technical Manual for Installing Interior Flooring Products can be updated at anytime. Reference should always be to most current edition at time of installing.

### 8. Claim Forwarding (Warranty Actioning):

Under Parterre limited warranty, written report and support material, as detailed in Paragraph 4, (Warranty Actioning) to: Parterre Flooring Systems, 500 Research Drive  
Wilmington, Massachusetts 01887