

## Warranty Terms

# Bentley Luxury Vinyl Tile (LVT)

Subject to the terms and conditions set forth below, Bentley Mills, Inc. (hereafter “BENTLEY”). BENTLEY warrants that the floor covering (hereafter the “Product”) shall be free from manufacturing defects for a given period of 12 years, from the date of installation, provided that the Product was used under normal conditions, and was properly maintained on a regular basis. This Limited Warranty is extended only to the Original Customer.

This Limited Warranty may by no means be applied if the subfloor condition and the method of installation do not strictly comply with customary practices of the trade and Bentley LVT Installation Guidelines. Refer to Bentley’s product specification for approved installation methods available at [www.bentleymills.com](http://www.bentleymills.com).

This Limited Warranty **does not cover** damage caused, completely or in part, by acts or omissions outside of BENTLEY’s control, including but not limited to damages caused by:

- Use of material in a manner for which it was not designed;
- Fire, explosion, specific weather conditions or natural catastrophes;
- Faulty installation;
- Accidents or other fortuitous events;
- Normal wear and tear;
- Errors in design or construction of the installation site;
- Defective adhesive or faulty adhesion leading to a lack of bond between the product and the subfloor, whether it be cement or any other material, due to humidity, presence of moisture, trapped water vapor or otherwise;
- Defective subfloor;
- Defective or absent “moisture vapor retarder”;
- Failure by the companies or individuals responsible for the installation to comply with specifications and rules of the trade;
- Defective seams
- Flooding, negligence, inadequate cleaning or inappropriate maintenance procedures;
- The absence of furniture leg floor protection or insufficiency thereof, or any abusive use of the product.

### This Limited Warranty Does Not Cover the Following Damage:

- Unpredictable wear and tear on certain areas;
- Deterioration of shine for whatever reason;
- Change in the product’s initial appearance, particularly in heavy traffic areas and areas subjected to excessive wear and tear due to sand, gravel, grit or grime in and around the buildings being brought inside;
- Tinting or fading of the product due to sunlight, heat, or otherwise;
- Injury or loss of life;
- Damage due to spots, cuts, scratches, dips, grooves, scrapes, perforations, tears, indentations caused by loads greater than the specified static weight limit, burn marks, fading caused by carpet dye residue, rubber underside or other synthetic materials used for carpets or doormats, painted or asphalted surfaces

The sole recourse against BENTLEY under this Limited Warranty, following installation of the Product, will be the supply by BENTLEY to Customer of a replacement product of substantially equal quality to the Product from the existing line of BENTLEY products on the claim date, **including reasonable installation and removal costs, and only for the portion of Product that is defective** (following inspection and verification by BENTLEY). **Any other compensation, for damages or otherwise, of whatever nature, or under any theory, is excluded from this Limited Warranty.**

The replacement product will be supplied at no charge, including reasonable installation and removal costs, under the terms set forth in this Limited Warranty.

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## Warranty and Liability Limits

THE EXPRESS LIMITED WARRANTY SET FORTH HEREIN IS THE SOLE AND EXCLUSIVE WARRANTY. BENTLEY MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. SOME STATES AND JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSIONS OR LIMITATION OF IMPLIED WARRANTIES, SO THE ABOVE DISCLAIMER MAY NOT APPLY IN SUCH STATE OR JURISDICTION.

TO THE FULL EXTENT PERMITTED BY LAW, BENTLEY IS NOT AND SHALL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR ANY OTHER DAMAGES, WHETHER ARISING IN CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY, OR ANY OTHER LEGAL OR EQUITABLE THEORY, INCLUDING, BUT NOT LIMITED TO, LOSS OF INCOME, LOSS OF USE, DAMAGE TO OTHER PROPERTY, ATTORNEYS' FEES, AND ANY LIABILITY YOU MAY HAVE WITH RESPECT TO ANY OTHER PERSON, EVEN IF BENTLEY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE MAXIMUM LIABILITY OF BENTLEY SHALL BE THE SUPPLY OF REPLACEMENT FLOORING TO THE EXTENT SPECIFIED IN THIS LIMITED WARRANTY. SOME STATES AND JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSIONS OR LIMITATION OF DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY IN SUCH STATE OR JURISDICTION. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER LAW, WHICH MAY VARY FROM STATE TO STATE AND JURISDICTION TO JURISDICTION.

## Time Limit for Placing a Claim

To be admissible, Coverage under this warranty is conditioned upon buyer promptly notifying Bentley of the warranty claim in writing within the applicable warranty period at the following address: Bentley Quality Claims Department, 14641 E. Don Julian Road, City of Industry, CA 91746. If any clauses of this Warranty conflict with the law of a given jurisdiction, that clause will be considered inapplicable with the remaining text of the Warranty remaining unaffected.

This Limited Warranty shall be governed and construed in accordance with the laws of the State of California without regard to any choice of law principles. All disputes that may arise between Customer and BENTLEY relating in any way to this Limited Warranty, to the extent such disputes cannot be resolved by negotiation between Customer and BENTLEY, shall be decided by arbitration carried out in accordance with the Federal Arbitration Act and the Commercial Arbitration Rules of the American Arbitration Association. In the event of such a dispute, arbitration may be initiated by a request for arbitration by either party hereto addressed to the other party, and shall be completed within sixty (60) days of such request unless extended because of unavailability of an arbitrator or other events beyond the control of either party. The arbitrator shall be chosen by mutual agreement of the parties and, in the event the parties cannot so agree, either party may file a written application to have the arbitrator designated by the American Arbitration Association. The arbitration proceeding shall take place in Los Angeles, California or such other location as the parties shall agree and shall be conducted in accordance with the Commercial Arbitration "Expedited" Rules of the American Arbitration Association. The arbitrator shall have all powers necessary to determine the issues presented, including without limitation, but subject to the terms of this Limited Warranty, any damages. The decision of the arbitrator shall be final and conclusive, both as to costs and the merits, and the parties agree that they shall be bound by the decision.