

# ALTIMA WARRANTY INFORMATION

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## **LIFETIME RESIDENTIAL WARRANTY 12 YEAR COMMERCIAL WARRANTY**

### ***\*Please read carefully\****

This guarantee is for product replacement (product & reasonable labor) or refund of the vinyl plank flooring only (no labor). Costs incurred with loss of time, incidental expenses or any other damage will not be covered under warranty agreement.

Warranty does not cover damage from improper installation or maintenance including side or end gapping, burns, tears, indentations, stains or reduction in gloss level due to normal use and/or exterior applications, or failure to follow all installation guidelines. Gapping, shrinkage, squeaks, fading or structural sub-floor related issues are not covered under this warranty. Temperature variations; excessive heat (> 29°C/84°F) or below freezing (< -4°C/25°F) may cause expansion or contraction of the product and may void warranty.

***Failure to use Kennedy Floorings approved adhesive may void your warranty.***

***Failure to allow adequate acclimatization prior to installation may void your warranty.***

***Failure to meet all SUITABLE SURFACES and SUITABLE ENVIRONMENTS standards found in the installation guideline may void your warranty.***

***If visual or mechanical defects are present at the time of installation, and the product is installed will render the warranty void.***

***Warranties are non-transferable with the exception of warranty transfer from contractor to owner.***

### ***Lifetime Residential Warranty***

Your lifetime residential warranty begins from the date of purchase and guarantees that your floor will be free from manufacturing defects and will not wear through or permanently stain from common household products when installed and maintained according to guidelines supplied with each carton.

### ***12 Year Commercial Warranty***

Your 12 year commercial warranty begins from the date of purchase, and guarantees your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied with each carton. Commercial applications require full adhesion installations. Improper installation or workmanship should be directed to the contractor who installed the floor.

### **Claims**

This warranty agreement applies only to the original purchaser/ end user. Proof of purchase from your authorized dealer is required for all claims. Claims for wear must show a minimum dime size area. This guarantee is pro-rated based on the amount of time the floor has been installed. If you wish to file a claim under warranty, contact your Nature's Impression authorized dealer where the flooring was purchased.