

Kennedy FLOORINGS

LUXURY VINYL GOLD WARRANTY



Altima
Embrace

Newport I
Newport II

EXCLUSIVE WARRANTY

Kennedy Floorings luxury vinyl flooring products are covered by an Exclusive Warranty as described herein. The period of time the warranty is in force is dependent upon the warranty class (i.e. whether it is a Gold, Silver, or Bronze warranty) and installation setting (i.e. whether it is a residential or commercial application). The warranty is non-transferable from the original purchaser. The warranty is valid from the date of purchase as shown on the purchase invoice. The Exclusive Warranty covers the following, subject to limitations described below: limited wear, and structural integrity. The warranty is only valid when installation and maintenance guides are followed, which can be found at www.kennedyfloorings.com. Kennedy Floorings has the sole discretion in determining if installation and maintenance guides have been properly followed.

LIFETIME RESIDENTIAL WARRANTY

Kennedy Floorings luxury vinyl flooring products with a gold class warranty that are used in a residential setting have an Exclusive Lifetime Residential Warranty. Kennedy floorings luxury vinyl flooring products with a gold class warranty feature a commercial grade, 20mil wear layer, and is suitable for single, and multi-family units.

15 YEAR COMMERCIAL WARRANTY

Kennedy Floorings luxury vinyl flooring products with a gold class warranty that are used in a commercial setting have a 15 year Exclusive Commercial Warranty. Kennedy Floorings luxury vinyl products are intended to be used in non-industrial commercial settings, and are approved for use in hotel rooms, conference rooms, offices, retail stores, restaurants, and other commercial environments similar to those listed. Use in unapproved commercial settings will void warranty.

LIMITED WEAR WARRANTY

Kennedy Floorings luxury vinyl flooring is protected by a wear layer. Kennedy Floorings warrants that the wear layer will not wear through for the amount of years as indicated by the warranty class and installation setting. "Wear through," of the wear layer refers to the complete loss of the wear layer so that the image design layer underneath the wear layer becomes exposed and affected. Determination of whether damage to the wear layer constitutes "wear through" will be at the sole discretion of Kennedy Floorings.

- The limited warranty applies to "wear through" on areas that have worn through by at least 1" by 1"; an area of 1² inch.
- The limited wear warranty is only valid when proper maintenance procedures are followed. The limited wear warranty will be voided if abrasive cleaners or abrasive scrubbers are used on the floor.
- Damage to the wear layer caused by furniture, appliances, or heavy objects, are not covered by the limited wear warranty. It is important to use felt pads under all furniture to prevent damage to the floors, and to ensure floors are protected when moving heavy appliances or objects.
- Damage such as scratches, scrapes, cuts, damage caused by improper maintenance, intentional abuse or

abnormal usage or any other damage caused by abnormal wear and tear is not covered by the limited wear warranty. Reduction in gloss or surface texture is not considered wear.

- Discolouration of the wear layer caused by acidic, or similar compounds is not covered under warranty.
- Damage caused by the external environment is not covered under the warranty.
- Refer to the maintenance and installation guides found at www.kennedyfloorings.com for more information.

STRUCTURAL INTEGRITY WARRANTY

Kennedy Floorings luxury vinyl flooring products are protected by a structural integrity warranty for the amount of years as indicated by the warranty class and installation setting. The structural integrity warranty guarantees that luxury vinyl flooring products from Kennedy Floorings will remain structurally sound and free from cupping, warping, and delamination.

- The structural integrity warranty is only valid when installation instructions are adhered to, and the approved adhesive found in the installation guide is used during installation.
- The structural integrity warranty does not cover structural changes of the flooring caused by a failure or structural change of the sub floor.
- The structural integrity warranty does not cover structural changes of the flooring caused by exposure to extreme environmental conditions. Acceptable environmental conditions can be found in the installation guide.
- Minor joint gapping of 0.5mm is acceptable. Excessive gapping caused by improper installation will not be covered under the warranty.
- Objects that cause indentations are not covered under warranty.

MANUFACTURING DEFECTS

Kennedy Floorings luxury vinyl products come with a 1 year warranty to guarantee that Kennedy Floorings luxury vinyl products are free of any manufacturing defects.

- Installation of product that is visibly defective at the time of installation is not covered under warranty.
- Visual defects are only covered under warranty when an entire box can be collectively filled. In the rare event that a luxury vinyl plank or tile has a visual defect, it can still be cut and used for end joints.

CLAIMS

If you believe you have a claim, please contact your dealer that sold you the product as soon as possible to begin the claim process. You may speed up this process by taking multiple photos of the affected area and filling out the appropriate fields on the claim form found at www.kennedyfloorings.com/warranty.

- An appointment will need to be made through your dealer for a Kennedy Floorings representative to inspect the site. A physical sample of the product from the affected area may be required to fulfill the warranty claim process. Email the claim form and photos to claims@kennedyfloorings.com or if you have any questions or concerns. Alternative contact information is provided below.
- In the event of an approved claim, Kennedy Floorings will first attempt to restore and repair. If R&R is unsuccessful, Kennedy Floorings will provide replacement luxury vinyl flooring of the same or similar style, size, and quality. Kennedy Floorings will not cover miscellaneous expenses such as time lost, cost to move objects and furniture, and freight.

RESOURCES

Installation guides can be found at www.kennedyfloorings.com/installation

Maintenance guides can be found at www.kennedyfloorings.com/maintenance

Additional warranty documents and claim forms can be found at www.kennedyfloorings.com/warranty