Resilient Rigid Core - 15 Year Limited Commercial Warranty With Indentation Resistance

Shaw Industries, Inc. ("the Company") warrants its Rigid Core and Rigid Mineral Core products under this Commercial Limited Warranty when used in the proper fit for use environment for normal indoor commercial flooring applications. Product must be glued down when used in corridors and when used with any rolling loads; see installation guidelines for more details.

The warranty belongs to you, the original end-use purchaser, and begins when you purchase the resilient and extends for the limited warranty period stated above. The basis of any warranty related claim is the original "Company" invoice or authorized "Company" dealer.

The resilient must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's maintenance (resilient care) recommendations and such maintenance (resilient care) continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty.

Installation guidelines, specifications, and resilient care recommendations can be obtained from your dealer. For additional information, please see the bottom of this page.

WHAT THE WARRANTY COVERS

- Manufacturing Defects – The Company warrants that the floor plank or tile will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F3261.
- Wear – The rigid core layer of the floor plank is warranted not to wear through under normal commercial use during the period of this warranty. Gloss reduction and scratches in the finish are not considered surface wear and are not covered under the warranty. Wear through is defined as wear, due to normal foot traffic, will not wear through to the pattern layer of the product.
- Top Down Moisture – The Company warrants that for the stated warranty period, the structural integrity of the floor plank or tile will not be significantly diminished by exposure to surface moisture. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Damage caused by mold and/or mildew growth, excessive moisture, hydrostatic pressure, floods, and standing water from leaky pipes is excluded from this warranty. This warranty does not cover: damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything not on the floor plank or tile; damage resulting from mold and mildew growth due to prolonged exposure to moisture; or flooring installed outdoors.

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- Indentations - This product will not show indentations due to normal commercial foot traffic including high heels, rolling loads such as carts moving from one location to another, and chairs.
- Telegraphing - This product will not telegraph when installed following the Company's installation instructions and the cracks/imperfections in the subfloor are less than an inch in diameter.

WHAT CONDITIONS APPLY

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

Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is not the responsibility of the Company and all issues related to subfloor moisture, including any product related issues, are excluded from this warranty.

Chair floor protectors are recommended to inhibit premature wear of the surface of the resilient. Replacement resilient will come from current running-line products comparable to the warranted product.

Your warranty does not cover the following: damage caused by improper installation and/or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the subfloor, floods, indentations caused by use inconsistent with the coverage described above; cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates and/or golf shoes; surface scratches, changes in shading, texture and/or gloss during use; damage caused by chemically reactive material, adhesive or tape, dye, mold, stains, spillage, burns, gouges, scratches, accidents, abuse or any harsh scouring pads while buffing; damage due to U.V. light, thermal heat sources or damage to the floor caused by exposure to temperatures above 100ºF (38ºC) or is exposed to temperatures below 55ºF (13ºC).

WARRANTY LIMITATIONS

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized Company Dealer and/or Sales Representative for warranty or claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim.

Claims contact information: Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-257-7429.

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WHAT WE WILL DO

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the commercial product, will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. 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.

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