

LIMITED WARRANTY

Effective: February 15, 2021



Products & Coverage

Palmetto Road warrants that its Palmetto Road luxury vinyl flooring will be free from manufacturing defects and, under normal use and maintenance, will not Wear, Fade, or Stain resulting in loss of original pattern and color, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage / Periods' section, below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the installation guidelines.

Warranty Coverage / Periods

Manufacturing Defect, Wear, Fade or Stain*

*DEFINITIONS / To Be Covered:

"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.

"Fade" must be to the degree that the floor is permanently discolored.

"Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.

Velocity Collection - 5-Year Light Commercial**, 10-Year Residential

Journey Collection - 6-Year Commercial, 15-Year Residential

Sojourn Collection - 15-Year Commercial, 25-Year Residential

**For light commercial environments such as common areas in multiunit dwellings, private offices, reception areas, and public buildings or businesses which are not subject to frequent or harsh traffic.

All products sold via the Internet are not covered per the warranty periods set out above, but rather come with a 1-Year Warranty only against Manufacturing Defect, Wear, Fade, and Stain, as defined herein.

Pre-Installation

Palmetto Road warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece prior to installation. Any pieces that appear to have defects should not be installed. Palmetto Road will not be responsible for any claim for flooring installed with visual defects.

Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, and only if the flooring was installed using an approved adhesive. The use of any other adhesive during installation will void the warranty if problems/issues arise as a result of the use of an adhesive other than an approved adhesive. All other instructions contained in the current installation instructions must be followed when installing Palmetto Road flooring, or this warranty will be voided. Please check wmbird.com for the current installation instructions.

Replacement/Repairs

Palmetto Road reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Palmetto Road repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Palmetto Road repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

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Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Palmetto Road will supply new flooring material of similar color, pattern, and quality to replace the defective area. Palmetto Road will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact Palmetto Road Customer Service at 1-855-212-9888. Palmetto Road reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

Exclusions

The following are not covered by this Limited Warranty:

- Damage caused by fire, smoke, burns, abuse, flooding, moisture, mildew, spills, scratches, abrasive scouring pads, scuffing, staining, construction or installation.
- Dissatisfaction or damage due to improper installation or maintenance, including use of improper adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness or irregularities. Refer to the installation guidelines for more details.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Exterior applications.
- Loss of gloss.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65 - 85°F / 18 - 29°C) at the jobsite for a minimum of 48 hours and, if after installation, such flooring is not continuously maintained at such temperature.
- Flooring sold as irregulars or trial grade materials or "as is".
- Flooring sold via the internet after the 1-year warranty period, as set forth above.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, express or implied. Please keep your receipt or obtain it from the original purchaser. Palmetto Road requires the receipt in order to verify date of purchase to help resolve any problems.

Care & Maintenance

Instructions for the care and maintenance of Palmetto Road flooring can be found in the care and maintenance guidelines, the current version of which can be found at palmettoroadflooring.com.

Please direct any questions regarding the care and maintenance of Palmetto Road flooring to Palmetto Road Customer Service at 1-855-212-9888.

Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

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Claims under this Limited Warranty must be made in writing to the following address:

Palmetto Road - Warranty Department

P.O. Box 20040

Charleston, SC 29413

For further information, please call Palmetto Road Customer Service at 1-855-212-9888 or visit our website at palmettoroadflooring.com.