



## Limited Residential and Light Commercial Warranty for Rigidcore CLIQ and PermaPlank LVT Flooring

Warranty Coverage from Manufacturing Defect, Wear, Fade, Stain, and Water Damage*		
Product	Residential	Light Commercial*
Rigidcore CLIQ	Limited 25 year	Limited 15 year
PermaPlank LVT	Limited 15 year	Limited 7 year

### \*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.
- "Water Damage" covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does *not* cover flooding).

### Products & Coverage

Regal Hardwoods warrants that its Rigidcore CLIQ/PermaPlank LVT 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, and the structural integrity of the flooring itself will not be materially damaged by water exposure, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage' Chart at the top. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the *Rigidcore CLIQ/PermaPlank LVT Installation and Care Instructions*.

### Pre-Installation

Regal Hardwoods warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Regal Hardwoods will not be responsible for any claim for flooring installed with visual defects. Use and installation of the floor constitutes acceptance of the product received.

### Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, provided that such flooring is installed according to the *Rigidcore CLIQ/PermaPlank LVT Installation and Care Instructions*. This instruction manual is revised periodically and floors must be installed according to the current Manual at the time of installation. Please check the Regal Hardwoods website's support page for the current Manual.

### Replacement/Repairs

Regal Hardwoods reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Regal Hardwoods 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 Regal Hardwoods 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.

### 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, Regal Hardwoods will supply new flooring material of similar color, pattern and quality to replace the defective area. Regal Hardwoods 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 customer service at 1-(888)-988-7838. Regal Hardwoods 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:

- Dissatisfaction or damage due to improper installation or maintenance
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects
- Surface scratches or scuffing
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats
- Exterior applications
- Loss of gloss
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product
- Flooring sold as irregulars or trial grade materials or "as is"
- This flooring should not be used to seal an existing floor from moisture, it is a floating floor which is waterproof, but this flooring cannot inhibit growth of mold or problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature
- Only installation techniques described in the *Rigidcore CLIQ/PermaPlank LVT Installation and Care Instructions* are warranted. Regal Hardwoods does not warrant Rigidcore CLIQ/PermaPlank LVT installations involving custom cutting, such as 45-degree mitered corners and serpentine edges
- 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
- Products sold through unauthorized internet dealers. To confirm authorization, contact Regal Hardwoods at 1-(888)-988-7838

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, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Regal Hardwoods requires the receipt in order to verify date of purchase to help resolve any problems.

### 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.

Accepted this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

By: \_\_\_\_\_

Name: \_\_\_\_\_

WARRANTY REGISTRATION CARD

Please take the time to fill out our warranty registration card and send to:

Regal Hardwoods, Inc.  
1540 Selene Dr.  
Suite #110  
Carrollton, TX 75006

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Customer Name

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Address

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City, State, Zip Code

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Telephone

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E-mail address

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Product Collection, Color Name, Species

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Square Footage Installed

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Date Purchased

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Dealer Name/Sales Person Name

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Dealer Address

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Dealer City, State, Zip Code