



Sturdy Floors warrants for defects in material and workmanship which relates to joint integrity, manufacturing defects, staining (including but not limited to pet stains), waterproofing, and wear in accordance with the terms of this warranty during the stated period of warranty.

**Sturdy Floors Luxury Vinyl Flooring Limited Warranty Periods**

| Thickness | Wear Layer | Attached Pad | Residential Warranty | Light Commercial Warranty |
|-----------|------------|--------------|----------------------|---------------------------|
| 5.5mm     | 20 mil     | Yes          | 20 Years             | 5 Years                   |
| 8mm       | 20 mil     | Yes          | 30 Years             | 10 Years                  |

## Warranty

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### **Joint Integrity**

Sturdy Floors guarantees that during the period of the warranty, the locking system on the product will not fail.

### **Manufacturing Defect**

Sturdy Floors guarantees that during the warranty period, flooring will be free of manufacturing defects.

### **Staining**

Sturdy Floors guarantees that during the warranty period, flooring will be stain resistant to permanent stains, including but not limited to pet stains (urine or feces).

### **Waterproof**

Sturdy Floors guarantees that during the warranty period, flooring is 100% waterproof and exposure to water will not significantly derogate the structural integrity of the flooring.

### **Wear Resistance**

Sturdy Floors guarantees that during the warranty period, the flooring wear layer will not wear through the design layer.

## **Obligations of Owner**

Owner is responsible for submitting all claims specified under warranty to the retailer within the specified warranty period and must be submitted in writing.

These warranties apply only to the original owner and the first installation of the product. Warranty is non-transferable. Original owner is the person stated as the buyer on the purchase document.

## **General Terms and Conditions**

1. Sturdy Floors will repair or replace flooring products not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the Sturdy Floors product. Material installed with visible defects is considered accepted.

## **General Terms and Conditions**

2. Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.
3. These warranties do not apply to Sturdy Floors products that have been subject to abnormal use or conditions or abused in any way. Abnormal use or conditions includes, but is not limited to, damage from plumbing or appliance leaks, storm or flood, damage from smoke, fire or other casualty events. Damage caused by negligence or improper alterations of the original manufactured product voids warranty.

Abuse is any use of flooring that is unreasonable considering the normal and expected uses of Sturdy Floors product in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Furniture with castors must be fitted with soft rubber wheels and have an appropriate protective mat or protective castor cups.

4. The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements or anything not related to Sturdy Floors products. Any damage resulting from mold or mildew growth is not covered by these warranties.
5. For pet warranty to remain in effect, clean the affected area immediately. Any staining resulting from urine, feces or vomit from anything other than a domestic pet is not covered under this warranty.
6. Walk off mats must be at all exterior entrances to protect Sturdy Floors products from soil, grit, deicers, asphalt sealers, and any other contaminants that could cause damage to flooring. Suitable walk off mats should contain soft and firm fibers to facilitate removal of wet or solid possible contaminants from bottoms of shoes. Owner needs to keep walk off mats clean weekly to avoid bringing contaminants inside.

## General Terms and Conditions

7. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products other than recommended cleaning products.
8. These warranties do not include damage by hydrostatic pressure which is water or moisture under the floor that is transmitted to the surface through exerted pressure. It also excludes any other condition that results in water or moisture below the floor.
9. Sturdy Floors products must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances.

The retailer must be informed in writing of any defects within 15 days. After this time, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.

10. All implied warranties which may arise by implication of law or application of course of dealing or usage of trade – including but not limited to, implied warranties of merchantability or fitness for a particular purpose – are expressly excluded. No warranties, express, implied, statutory, or otherwise, extend beyond those expressly set forth in this warranty brochure, and all such warranties are expressly disclaimed. By implied warranties Sturdy Floors means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

**ALV**FLOORS

## **Prefinished Hard & Soft Surfaces General Workmanship Warranty**

1. Prefinished Hard & Soft Surfaces: All materials that were prefinished or created prior to arriving at your home will be covered by the Manufacturer's Warranty. ALV Floors does not warranty prefinished hard & soft surface materials. Should you have an issue with your prefinished hard/soft surface and can not reach the manufacturer to achieve a satisfactory resolution to your issue, please feel free to contact our office so that we may assist you.

**2. General Workmanship:** ALV Floors will warranty any contract/invoiced workmanship completed in your home for up to a period of one (1) year after your completion date. In the event that a repair or replacement is needed, ALV Floors will need to receive written notice within one (1) business day of noticing that a repair may be needed. Written notice will need to be provided by the customer and emailed to [sales@alvfloors.com](mailto:sales@alvfloors.com). ALV Floors will respond within two (2) business days after receipt of written notice of repair to schedule a time to come out to the property located at view the area(s) of concern. At that time, ALV Floors will discuss the solution to the repair area(s) of concern and the time frame of which you can expect to have repair/replacement completed. Timeframe of repair will vary depending on the repair needed. All warranty related issues will be expedited in our job schedule to accommodate the customer in order to return the hardwood floor to its original condition as quickly as possible. to



## **Solid Hardwood Install & Finish**

We hereby warrant that the solid hardwood floor installation and finish which we have provided for you has been performed in accordance with the contract/invoice documents and that the work provided will fulfill the requirements. This warranty includes any labor, workmanship and materials solely provided by ALV Floors. Finish is warranted based upon customer proper maintenance after the finish is complete. Instructions for maintenance will be provided to customer(s) in writing upon completion as well as an in-person meeting with the Sales Representative/Project Manager when finish is complete. We hereby agree to repair or replace any work that may prove to be defective in its workmanship and/or any materials provided by ALV Floors within one (1) year after the final completion date of the above named project without any expense to the customer. Ordinary wear and tear and unusual abuse or neglect will NOT be covered under warranty. In the event that a repair or replacement is needed, ALV Floors will need to receive written notice within one (1) business day of noticing that a repair/replacement may be needed. Written notice will need to be provided by the customer and emailed to

[sales@alvfloors.com](mailto:sales@alvfloors.com). ALV Floors will respond within two (2) business days after receipt of written notice of repair/replacement to schedule a time to come out to the property located at: to view the area(s) of concern. At that time, ALV Floors will discuss the solution to repair/replace the area(s) of concern and the time frame of which you can expect to have repair/replacement completed. Timeframe of repair will vary depending on the repair/replacement needed. All warranty related issues will be expedited in our job schedule to accommodate the customer in order to return the hardwood floor to its original condition as quickly as possible.

The logo for ALV FLOORS features the word "ALV" in a bold, sans-serif font, followed by "FLOORS" in a larger, outlined, sans-serif font. A horizontal line is positioned above the "FLOORS" text, extending from the "A" to the "S".