

# Warranty

## Cross Country™ Laminate Flooring

August 23, 2010

### **Lifetime Limited Residential Warranty / Wear, Stain and Fading**

Tarkett warrants to the original purchaser that the surface wearlayer of its Cross Country laminate flooring will not wear through\*, stain or fade from sunlight or artificial light throughout the life of the product when used under normal residential traffic conditions.

If the product wears through, stains or fades, Tarkett will reimburse for the repair or replacement, at its option, the affected material. This warranty includes repair or replacement of material and reasonable labor charges in accordance to the following schedule (Note: Labor allowances are only applicable for professionally installed products):

Years 1-2:	Material and Labor
Years 3-5:	Material Only
Years 6-10:	50% Material only
Years 11-20:	25% Material only
Years 21+:	10% Material only

### **15 Year Limited Light Commercial Wear Warranty**

### **10 Year Limited Commercial Wear Warranty**

Tarkett warrants to the original purchaser that the surface wear layer of its Cross Country laminate flooring will not wear through\* for 15 years from date of original purchase when installed in areas exposed to light commercial (multi family dwellings, common areas, hotel/motel guest rooms), or 10 years from date of purchase when installed in commercial use (educational/institutional, retail, office, hospitality or used by over 200 persons in daily common use).

If the product wears through, Tarkett will reimburse for the repair or replacement, at its option, the affected material. This warranty includes repair or replacement of the material and reasonable labor charges when professionally installed according to Tarkett's installation. In no event shall Tarkett be liable for indirect, special, consequential or incidental damages of any kind, no matter what the cause. By this we mean that Tarkett will not pay for or cover any loss, expense or damage other than to the flooring itself that may result from the defect in the flooring. This includes, but not limited to: removal and replacement of sub-floors, trim and molding, connecting and reconnecting appliances or fixtures, or moving furniture, overtime labor, business interruption etc.

Years 1-2:	Material and Labor
Years 3-5:	Material Only
Years 6-10:	50% Material only
Years 11-15:	25% Material only (light commercial)

### **All Applications:**

Should the original floor be discontinued, Tarkett will replace the defective material with a Tarkett floor of equal value.

This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

### **Warranty Exclusions:**

Only Tarkett Laminate sold as first quality from Tarkett is covered in these warranties. The owner /installer must inspect the color, finish and quality of the flooring prior to installation. Tarkett is not responsible for labor costs incurred for flooring installed with visible defects. This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning care or maintenance contrary to written instructions provided by Tarkett, physical abuse or misuse, accidents causing indentation, scratching, impact, cutting, freight damage, alteration, or any wear or damage caused by acts of God. This warranty does not apply if product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of Tarkett including, but not limited to, exterior applications, unstable/improper sub floors, areas exposed to excessive topical and ground moisture.



THE ULTIMATE  
FLOORING EXPERIENCE

\*Wear through is defined as total loss of pattern in a minimum of a 2 square inch area, subject to the exclusions listed below. Loss of gloss is not considered wear through.

No unauthorized person, fabricator, installer, agent or employee of Tarkett is entitled to assume any liability on behalf of Tarkett relating to the sale of this product or has the authority to increase or alter the obligations or limitations of this warranty.

**For Warranty Service:**

To make a claim, you may:

1. Contact your Tarkett dealer no later than 30 days after the discovery of the defect. Your dealer will arrange for proper inspection and coordinate resolution of your claim.
2. Contract a certified independent inspector ([www.NICFI.org](http://www.NICFI.org)). The inspector will submit a copy of the inspection report directly to Tarkett for consideration. Should a warranty claim be approved by Tarkett, you will be reimbursed for the inspection services up to \$150. Note that while independent inspections are credible and usually reliable, the final decision rests solely with Tarkett. Only NICFI inspectors or other certified inspectors approved in writing, in advance by Tarkett will be considered.