



## **COREtec™ One Comprehensive Warranty Program**

This document details of coverage and limitations for the following warranties for COREtec One™ flooring planks and tiles (collectively, the “**Limited Warranties**”):

- 1) 25 Year Limited Residential Wear Warranty
- 2) Lifetime Limited Structure Warranty
- 3) Lifetime Limited Waterproof Warranty
- 4) 5 Year Limited Light Commercial Wear Warranty

**The Limited Warranties are not assignable or otherwise transferable by the purchaser of the COREtec One™ flooring planks, including, without limitation, to any subsequent owner of the structure in which the COREtec One™ flooring planks are installed.**

THESE LIMITED WARRANTIES AND ALL CLAIMS AND MATTERS ARISING FROM OR RELATING TO THESE LIMITED WARRANTIES, WHICH HAVE BEEN INCORPORATED BY REFERENCE INTO YOUR PURCHASE ORDER OR OTHER SALES DOCUMENTATION, ARE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF GEORGIA, WITHOUT REGARD TO THE CONFLICT OF LAW PRINCIPLES THEREOF.

### **1) 25 Year Limited Residential Wear Warranty**

The vinyl layer of the floor plank is warranted by Beaulieu, not to wear through under normal use for 25 years from date of purchase while installed in the original location. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Beaulieu will arrange a pro-rated credit based on the terms outlined below in the section headed “Terms of 25 Year and Lifetime Limited Warranties”.

**This 25 Year Limited Residential Wear Warranty is made subject to the following conditions:**

1. The floor must be installed properly and according to the Beaulieu installation instructions, which have been provided to you and are available at [blissflooring.com](http://blissflooring.com) or contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com). Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. Contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com) for adhesive recommendations.
2. The flooring must be used only indoors in a dry climate controlled area.
3. The flooring must be maintained in accordance with Beaulieu maintenance instructions, which have been provided to you and are available at [blissflooring.com](http://blissflooring.com) or contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).
4. This 25 Year Limited Residential Wear Warranty does not apply to Beaulieu moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this 25 Year Limited Residential Wear Warranty.

### **2) Lifetime Limited Structure Warranty**

The floor plank and/or tile is warranted to be free from manufacturing or material defects for the life of the product while installed in the original location. Should a defect occur, Beaulieu will arrange a credit based on the original purchase of the product. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

**Lifetime Limited Structure Warranty Coverage:** Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty.

**The 25-Year Limited Residential Wear Warranty and Lifetime Limited Structure Warranty do not cover:**

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that Beaulieu products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as required by Beaulieu. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, staining, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations such as but not limited to athletic playing surfaces, or any type recreational activity is excluded from these warranties.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.

**3) Lifetime Limited Waterproof Warranty**

The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product while installed in the original location. 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). The Limited Waterproof Warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the floor plank or tile is structurally impugned, resulting from exposure to water, Beaulieu will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 25 Year and Lifetime Limited Warranties".

**The Limited Waterproof Warranty does not cover:**

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.

**Terms of 25 Year and Lifetime Limited Warranties:**

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Beaulieu will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, Beaulieu will arrange a credit based on the original purchase of the product or replace the product. Beaulieu will pay 50% of reasonable labor costs.
- ***Between Year Five - Ten:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, Beaulieu will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- ***After Ten years:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Beaulieu will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

**4) 5 Year Limited Light Commercial Wear Warranty**

The vinyl layer of the floor plank is warranted by Beaulieu not to wear through under normal light commercial use for a period of five (5) years from the date of purchase while installed in the original location. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Beaulieu will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 5 Year Limited Light Commercial Wear Warranty". This warranty applies only if used in the following commercial areas:

- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms
- **Hotels:** Guest Rooms, Conference/Meeting Rooms
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- **Institutional and Light Industrial:** Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls

**This 5 Year Limited Light Commercial Wear Warranty is made subject to the following conditions:**

1. The floor must be installed properly and according to the Beaulieu installation instructions, which have been provided to you and are available at [blissflooring.com](http://blissflooring.com) or contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com). Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with Beaulieu maintenance instructions, which have been provided to you and are available at [blissflooring.com](http://blissflooring.com) or contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).
4. This 5 Year Limited Light Commercial Wear Warranty does not apply to Beaulieu moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this 5 Year Limited Light Commercial Wear Warranty.

**The 5 Year Light Commercial Limited Wear Warranty does not cover:**

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that Beaulieu products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as required by Beaulieu. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, staining, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations such as but not limited to athletic playing surfaces, or any type recreational activity is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.

**Terms of 5 Year Limited Light Commercial Wear Warranty:**

- **Within One Year:** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Beaulieu will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- **Between Year One - Three:** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within three years of purchase, Beaulieu will arrange a credit based on the original purchase of the product or replace the product. Beaulieu will pay 50% of reasonable labor costs.

- **Between Year Three - Five:** Claims on defects of this product, as covered by this warranty, that are reported in writing after three years but within five years of purchase, Beaulieu will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

### **How to Make a Claim**

Any claim made under either of these Limited Warranties must be submitted to Beaulieu in writing by the Beaulieu authorized retailer within 90 days after the basis of the claim is detected. In addition, any claim under either of these Limited Warranties must be made before the end of the applicable warranty period as stated herein.

A Beaulieu claim form must be used and must identify Beaulieu's invoice number, lot number, invoice date, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed Beaulieu COREtec One product. Beaulieu reserves the right to inspect and/or test the product, as Beaulieu determines at its sole discretion, in the event of a claim. If Beaulieu determines replacement COREtec ONE product is necessary, and the identical COREtec ONE product is not available, Beaulieu will, at its sole discretion, provide a COREtec ONE product of comparable quality, color and value. In the event that Beaulieu repairs a COREtec ONE product, the Limited Warranties shall remain in effect with respect to such repaired COREtec ONE product.

THE ABOVE DESCRIBED REMEDIES ARE YOUR SOLE AND EXCLUSIVE REMEDIES IN LIEU OF ALL OTHER REMEDIES FOR ANY CLAIMS REGARDING YOUR PURCHASE OF CORETEC ONE™ FLOORING PLANKS. PROOF OF PURCHASE INCLUDING THE DATE OF PURCHASE, MUST BE PRESENTED TO MAKE A CLAIM.

BEAULIEU DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THESE LIMITED WARRANTIES ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE).

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For questions or more information please contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).