

# Starnet High Performance LVT Commercial Product Warranty

## 10-Year Limited Wear Warranty

Starnet warrants Starnet High Performance LVT first quality tiles and planks against wear out for a period of 10 years provided the material is properly installed and maintained and used as intended and recommended. "Wear out" is defined as a complete removal wear layer/pattern/color due to wear from normal traffic and maintenance. If wear out occurs within 10 years of the date of purchase, Starnet will repair or provide replacement material.

### THIS WARRANTY DOES NOT INCLUDE THE FOLLOWING:

1. Dissatisfaction due to improper installation, maintenance, or irregularities caused by subfloor irregularities including installation over existing flooring.
2. Reduction in gloss due to use.
3. Damage due to stains, burns, cuts, gouges, scuffs, scratches, indentations, and other accidents and/or abuse.
4. Problems or damage due to moisture (including fungus discoloration), alkali, or hydrostatic pressure in subfloor (vapor emissions are higher than 6.0 lbs./1000 sq. ft. (CC) or 75% relative humidity within 24 hours tested in accordance to ASTM standard guidelines or having higher than 9 pH).
5. Color shade variations from samples or printed illustrations compared to actual production runs.
6. Installation of flooring over Luan, particle board, strand board, and flakeboard.
7. Installation where material was not installed with Starnet recommended Centiva® preferred adhesives in accordance with Starnet specification and recommended use.
8. Installation in temperature ranges other than those in accordance with Starnet guidelines.

## Manufacturing Defects

Starnet warrants that its first line quality flooring material is free from manufacturing defects (workmanship and/or material) and will replace defective floor covering and reasonable installation costs for a period of up to one (1) year from the date of purchase. Starnet will not pay labor costs to repair or replace materials that were apparent before or at the time of installation. Inspection by an authorized Starnet representative may be necessary to verify that a manufacturing defect exists, or you may be requested to submit samples to the technical laboratory for analysis. Starnet will repair defective areas for a period of up to one (1) year from the date of purchase. If replacement is required in accordance with this warranty and the defective material or pattern has been discontinued or unavailable, Starnet reserves the right to select and supply similar Starnet replacement material; otherwise the same material will be supplied for replacement purposes. Starnet will also pay reasonable labor costs. If a manufacturing defect is found, Starnet should be notified promptly.

## Workmanship

For issues relating to workmanship, contact your Starnet installer.

This warrant is made solely to the original purchaser of Starnet first quality flooring material and is not transferable under any circumstances. This warranty is expressly in lieu of any other expressed warranty. No representative, employee, or agent of Starnet or any other person is authorized to assume for Starnet and additional liability or responsibility in connection with Starnet's floorcovering except as described above. Implied warranties or merchantability and fitness for a particular purpose are limited to a period of one (1) year from the date of purchase. In no event shall Starnet be liable for indirect, consequential, or incidental damages of any kind.

Any dissatisfaction with Starnet High Performance LVT should be reported to the Starnet Member dealer.

*Starnet reserves the right to update the standard procedures and specifications at any time.*

*For commercial and residential maintenance instructions, please refer to the current maintenance program sheets.*