canopy™

Comfort Collections WPC Warranty

Comfort Classics | Comfort | Comfort Enhanced | Comfort Premium

Residential Warranty: Lifetime | Commercial: 10 Year Medium

INTERNATIONAL FLOORING COMPANY, LLC (IFC) warrants the WPC featured in Canopy Comfort Collections under this Limited Residential Warranty when used within normal household conditions or acceptable medium commercial use, will be free from manufacturing defects for the period of the warranty outlined in the stated coverage above. This limited warranty belongs to the original purchaser. All products must be installed within the guidelines provided by INTERNATIONAL FLOORING COMPANY, LLC. If a valid warranty claim is received within the applicable warranty period, INTERNATIONAL FLOORING COMPANY, LLC will at its options replace or refund the portion of the floor in question as covered in the warranty. If your floor was professionally installed, INTERNATIONAL FLOORING COMPANY, LLC will provide a pro-rated cost of labor based on the outlined schedule listed below.

Manufacturing Defects: This flooring will be free from manufacturing defects

Wear: Products installed will not wear through under normal traffic and usage conditions. Wear through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear through.

Pets: Products will resist staining from pet urine, feces, and vomit caused by domestic cats or dogs. Cleaning should begin immediately and not allowed to dry.

Water: This flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water for the life of the product. 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 and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. In a prolonged flood situation, the product should be uninstalled to avoid such moisture.

Approved Underlayments

2mm and below high density cork underlayment
Go4Cork Nike Grind underlayment

How to Make a Claim

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 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 limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim. INTERNATIONAL FLOORING COMPANY, LLC, at its sole discretion, may require a certified 3rd party independent inspector. The inspector should submit a copy of the inspection report directly to your INTERNATIONAL FLOORING COMPANY, LLC, LLC retailer for consideration. Only certified 3rd party inspectors approved in writing, in advance by INTERNATIONAL FLOORING COMPANY, LLC will be considered. Note that while independent inspections are credible and usually reliable, the final decision rests solely with INTERNATIONAL FLOORING COMPANY, LLC.

Requirements:

- Explanation of the issue and what caused it
- Location of the issue
- Photographs of the affected and surrounding areas
- Proof of purchase and professional installation if applicable

Warranty Service:
If a valid claim is made, INTERNATIONAL FLOORING COMPANY, LLC will supply new material of a similar grade for repair or replacement of affected areas. The cost of labor will only be covered if professional flooring installation was utilized during the original installation. Labor will be paid per the following schedule, and must be performed by a certified professional flooring installer.

Commercial Warranty Details:
INTERNATIONAL FLOORING COMPANY, LLC (IFC) warrants the WPC featured in Canopy Comfort Collections under this Limited Commercial Warranty when used within medium commercial use, will be free from manufacturing defects for the period of the warranty outlined in the stated coverage above. This limited warranty belongs to the original purchaser and is non-transferable. All products must be installed within the guidelines provided by INTERNATIONAL FLOORING COMPANY, LLC. If a valid warranty claim is received within the applicable warranty period, INTERNATIONAL FLOORING COMPANY, LLC will at its options replace or refund the portion of the floor in question as covered in the warranty. If your floor was professionally installed, INTERNATIONAL FLOORING COMPANY, LLC will provide a pro-rated cost of labor based on the outlined schedule listed below.

The vinyl layer of the floor plank is warranted by INTERNATIONAL FLOORING COMPANY, LLC not to wear through under normal medium commercial use for a period of ten (10) years from the date of purchase. 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, INTERNATIONAL FLOORING COMPANY, LLC will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 10 Year Commercial Warranty". This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walk off mats required)
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk off mats required)
- **Hotels:** Guest Rooms, Conference/Meeting Rooms, Lobby
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- **Institutional:** Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways

This 10 year limited medium commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to INTERNATIONAL FLOORING COMPANY, LLC installation instructions. 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 INTERNATIONAL FLOORING COMPANY, LLC maintenance instructions.
4. This limited warranty does not apply to INTERNATIONAL FLOORING COMPANY, LLC moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by the limited wear warranty.

Residential Warranty Schedule				
	< 2 Years	**2-5 Years**	**5-8 Years**	**> 8 Years**
Product*	100%	100%	100%	100%
Qualifying Labor	100%	50%	25%	N/A
Commercial Warranty Schedule				
	< 1 Year	**1 >< 5 Years**	**5 >< 10 Years**	**>10 Years**
Product*	100%	100%	100%	N/A
Qualifying Labor	100%	50%	N/A	N/A

*Product value determined by original date of purchase. INTERNATIONAL FLOORING COMPANY, LLC withholds the right to supply replacement material or provide a credit based on the date of purchase.

Exclusions

The owner/installer must inspect the color, finish, and quality of the flooring prior to installation. INTERNATIONAL FLOORING COMPANY, LLC is not responsible for labor costs incurred for flooring installed with visible defects.

- Isolated floor squeaks are not a defect and are not covered under warranty.
- 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 INTERNATIONAL FLOORING COMPANY, LLC.
- This warranty does not cover physical abuse or misuse, 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 INTERNATIONAL FLOORING COMPANY, LLC, including, but not limited to, exterior applications, unstable/improper subfloors, or areas exposed to excessive topical and ground moisture.
- 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.
- 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.
- Improper installation outside of compliance with the care and maintenance instructions provided by INTERNATIONAL FLOORING COMPANY, LLC.