

**sofSURFACES Inc. warrants that duraSTRONG® tiles will be free from defects in materials and workmanship.**

**What does the warranty cover?**

Surface wear due to ordinary abrasion from pedestrian traffic will not penetrate the wear course of the surface. The locking system when installed according to the manufacturers' specifications, will ensure the surface remains fixed and functional. This system will not crack, decay or delaminate and will continue to maintain it's useful cushion resiliency.

**What will we do?**

Any segment of a duraSTRONG surface that fails to meet the warranty criteria will be repaired or replaced, at and in conjunction with the warranty coverage schedule below.

**Warranty Coverage**

sofSURFACES shall be responsible for 100% of the product cost of the repair or replacement of any product found to be defective or not in compliance with the warranty herein within the first six (6) years following the original shipment of the product.

Where any product is found to be defective or not in compliance with the warranty herein more than six (6) years following the original shipment of the product, sofSURFACES shall be responsible for 50% of the cost of the repair or replacement of such products as follows (and the buyer shall bear and pay the remaining portion of such costs):

# OF YEARS FROM DATE OF ORIGINAL SHIPMENT TO DATE OF CLAIM	% OF CURRENT LIST PRICE OF PRODUCT FOR WHICH SOFSURFACES IS RESPONSIBLE
0-6 years	100%
more than 6 years	50%

**Warranty Exclusions**

- ▶ Product failure caused by accidents, misuse, natural disasters, vandalism, improper installation, or maintenance and the like (see installation care and maintenance instructions).
- ▶ Color change caused by exposure to UV and/or normal abrasion from pedestrian traffic
- ▶ Black transfer which can occur over time to recycled rubber
- ▶ Failure due to improper sub-surface preparation
- ▶ Use of the product in a manner not intended for its manufactured application
- ▶ Punctures from extreme high forces, such as high heels, narrow tipped chair or table legs, kickstands and pogo sticks
- ▶ duraSTRONG rubber fitness tiles may suffer visible damage as a result of extreme high forces (up to 2,000 pounds per square inch). sofSURFACES will not accept damage claims caused by such concentrated high pressure.

**How to submit a warranty claim**

A warranty claim should be made directly to sofSURFACES. Please provide a description of the claimed defect, the date the defect was discovered, photographic images and the project name, site address, phone and email address so we can contact you and request additional information if required to process your claim.

**Additional Considerations**

sofSURFACES' liability is limited to the material and transportation costs of repair or replacement of the product at sofSurfaces' option.

Where duraSTRONG is installed only in high traffic areas or installed in combination with other surfacing products not sold by sofSURFACES, such duraSTRONG will be excluded from this warranty.

- ▶ In the event of repair, replacement, or refinishing under this warranty, the warranty applicable to the replacement material or to the repaired or refinished products will extend only for the time remaining under the original warranty.
- ▶ sofSURFACES reserves the right to discontinue or change any design or color of any products at any time without notice or liability. If, for any reason, products of the type originally purchased are no longer available at the time a warranty claim is made, a suitable replacement of comparable quality and price will be recommended.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Your exclusive remedy for any breach of warranty is as set forth in this warranty. This warranty gives you specific legal rights. You may have other rights which vary from state to state and province to province.



**For future reference, please record your sofSURFACES 5-Digit Sales Order Number and Date of Purchase Here.**

Sales Order Number: ORD\_\_\_\_\_ Date of Purchase: YR / MO / DAY



*We'd like to hear from you! Comments and photos are always welcome!*

sofSURFACES Inc. warrants that duraSTRONG® systems installed by certified sofSURFACES installation crews will be free from defects in workmanship.

sofSURFACES has led an effort to bring about more advanced and higher performing surfacing systems to the market. A key component of this effort includes installation. sofSURFACES has developed advanced and proprietary installation techniques that are unique to our duraSTRONG product. duraSTRONG's product warranty revolves around the mandatory use of factory certified installers that are experienced and professionally trained in the use of these techniques. Proper installation is the only way to ensure that your new duraSTRONG surface performs as expected for years to come.

The installer of the project is responsible for any issues deemed to be at fault of the installer. Issues such as but not limited to; seam separation, gapping, curling, faulty cuts or missed adhesive.

Our Installation Manual should be reviewed by the end user to confirm all elements have been followed.

Your installation has been completed by:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Foreman Name

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email

\_\_\_\_\_  
Certification Number

\_\_\_\_\_  
Signature

and will warrant the site from installation related defects for:

\_\_\_\_\_  
Duration

I certify that the material and installation of my project has been completed to my satisfaction:

\_\_\_\_\_  
Project Name

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Site Installation Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email

\_\_\_\_\_  
Signature



**For future reference, please record your sofSURFACES 5-Digit Sales Order Number and Date of Purchase Here.**

Sales Order Number: ORD \_ \_ \_ \_ \_ Date of Purchase: YR / MO / DAY

In order to activate warranty, please scan and submit to [warranty@sofsurfaces.com](mailto:warranty@sofsurfaces.com) upon completion of installation.



*We'd like to hear from you! Comments and photos are always welcome!*