



American Vinyl Services LLC (AVS Flooring)
Product Warranty

LIMITED LIFETIME RESIDENTIAL WARRANTY

Overview

American Vinyl Services LLC (AVS Flooring) stands behind our flooring products with robust warranties for residential and commercial use. This warranty applies to the original purchaser and is non-transferable. Proof of purchase is required for all claims.

Limited Lifetime Residential Warranty

We warrant that, for the life of the product under normal residential use:

- The flooring will be free of manufacturing defects.
- The surface will not wear through (defined as complete pattern loss in a 2+ square inch area), stain, or fade from sunlight or artificial light.
- The floor plank is 100% waterproof, with structural integrity unaffected by water exposure.

If a Defect Occurs:

- We will replace or refund the affected flooring at our discretion. If the original product is discontinued, we'll provide a comparable AVS Flooring product of equal value.
- For professionally installed floors, we cover reasonable labor costs for claims within 36 months of purchase.
- For claims after 1 year, we provide a prorated refund based on a 50-year lifespan (e.g., 60% refund at 20 years, calculated as 30/50). After 50 years, we offer a 10% discount on your next AVS Flooring purchase.

Pet-Friendly Guarantee: Our flooring resists permanent staining from domestic pet (cat/dog) urine if cleaned promptly before drying.

Limited 10-Year Commercial Warranty

For normal commercial use, we warrant that, for 10 years from purchase:

- The flooring will be free of manufacturing defects.
- The surface will not wear through, stain, or fade from sunlight or artificial light.
- The floor plank is 100% waterproof, with structural integrity unaffected by water.

If a Defect Occurs:

- We will replace or refund the affected flooring at our discretion, with comparable product replacement if discontinued.
- For professionally installed floors, we cover reasonable labor costs for claims within 36 months.
- For claims after 1 year, we provide a prorated refund based on a 10-year term (e.g., 40% refund at 6 years, calculated as 4/10).

Note: High-traffic areas (e.g., commercial kitchens, entryways) or areas with heavy rolling loads are not covered.

Pre-Attached Underlayment

Our flooring includes a pre-attached underlayment. Do not install over carpet or additional underlayment, except a 6-mil poly-film moisture barrier over concrete. The Sentinel Protect Plus

Underlayment is warranted for residential use only (including multi-family units). Using additional underlayment in commercial settings voids the warranty.

Exclusions

This warranty does not cover:

- Visible defects not reported before installation (inspect flooring prior to installation).
- Damage from improper installation, maintenance, or cleaning (follow AVS Flooring's written instructions).
- Abuse, misuse, or accidents (e.g., scratches, dents, cuts, extreme heat, or acts of God).
- Mold/mildew growth due to prolonged moisture exposure (uninstall flooring during floods).
- Normal wear, including gloss loss or minor squeaks.
- Installation in unsuitable environments (e.g., exterior areas, unstable subfloors, or high-condensation zones).

- Subfloors that are off more than 1/16 of an inch will not be covered under this warranty.

Tips to Protect Your Floor: Use furniture pads, mats under rolling chairs, and promptly clean pet urine to maintain coverage.

Warranty Claims Process

To file a claim, within 30 days of discovering a defect:

1. Contact Your Retailer: Provide proof of purchase for assistance.
2. Optional Independent Inspection: Hire a certified inspector (pre-approved by AVS Flooring in writing). Submit the inspection report to your retailer.

You can also submit claims online at [www.avsflooring.com/claims] (placeholder—implement a digital portal). We may inspect the floor or request samples for evaluation. AVS Flooring's decision is final.

Legal Notes

- No Incidental/Consequential Damages: We are not liable for losses beyond the flooring itself (e.g., business interruption), except where prohibited by state law.
- State-Specific Rights: This warranty provides specific legal rights; you may have additional rights depending on your state.
- No Modifications: No retailer, installer, or agent can alter this warranty's terms.

For questions, contact AVS Flooring at support@avsflooring.com.