

# PARTERRE

## PARTERRE UNFAZED FLOORING LIMITED WARRANTY

*This Limited Warranty applies to Parterre floors purchased after February 1<sup>st</sup>, 2024.*

### ***Congratulations on the purchase of your new floor!***

*AHF Products is a leader in the flooring industry with a family of strong brands serving the residential and commercial markets. With decades of experience in award-winning design, innovation, product development, manufacturing and service, we strive to improve the quality of people's lives through great products and a deep commitment to outstanding customer service. Our mission is to create beauty that lasts for generations, and we want your flooring to be a part of that mission.*

*Throughout this document, references to "we", "us", "our", "AHF" or "AHF Products" mean AHF, LLC dba AHF Products. References to "you" or "your" mean the original retail purchaser/end user of the resilient flooring. Resilient flooring product will be referenced as the "floor", "flooring", "product", "products" or some combination thereof. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.*

### **WARRANTY OWNER.**

This Limited Warranty extends only to the original end-user. Our warranties are **NOT TRANSFERABLE**.

### **WHAT IS COVERED BY THIS LIMITED WARRANTY?**

For residential installations, AHF warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and for the time period set forth below in the "Residential Vinyl Flooring Limited Warranty Periods" section of this document. *Please see the "Residential Vinyl Flooring Limited Warranty Periods" section to review the Limited Warranty Period for your specific brand/product.*

The flooring product:

- Will not contain manufacturing defects.
- Will not stain from common household stains or from the use of cleaning products designed for vinyl flooring.
- Will not permanently indent from normal household use.\*
- Will not permanently stain from subfloor or underlayment panels as well as mold or mildew growth when installed over concrete\*\*.
- Will not wear-through\*\*\*.
- Will not rip, tear, or gouge from normal household use. Movement of large appliances/furniture require special care such as protection between vinyl and appliance/furniture.
- Permanently scuff from shoes.
- The edges of the flooring will not curl.

\*Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc. We recommend using floor protectors. As a general rule, the heavier the item, the wider the floor protectors should be.

\*\*One time replacement. If this issue happens a second time, it demonstrates proper remediations were not taken to prevent the staining and AHF will no replace a second time.

\*\*\*“Wear-through” is defined as wear and tear of the wear layer resulting in damage of the printed image due to normal household use.

## **5-YEAR LIMITED LIGHT COMMERCIAL WARRANTY**

### **WHAT IS COVERED AND FOR HOW LONG?**

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to AHF Products in writing within 5 years of purchase, AHF Products will supply new material of the same or similar grade sufficient to repair or replace the defective material.

### **WHAT DOES 100% WATERPROOF MEAN?**

**When exposed to water, engineered stone tile flooring is waterproof and will not swell, buckle, or lose integrity. In the case of standing water or flooding, engineered stone tile flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.**

### **WHAT IS BOUNCE BACK CORE?**

**The “Bounce Back” core means that heavier, yet common household objects won’t cause the product to permanently indent. (Think tables, couches, recliners, dressers, desks, beds, appliances, etc...)**

### **WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?**

- Discoloration or staining caused by the use of rubber-back or latex mat or rug protectors.
  - Damage caused by fire, flooding, exposure to standing water and/or intentional abuse.
  - Fading, discoloration, and/or damage resulting from excessive temperatures or sunlight. Radiant heat systems should not exceed 85 degrees on the surface of the floor.
  - Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor.
  - Damage resulting from mold and mildew growth due to prolonged exposure to moisture (except as indicated in the *“What will AHF Products Do if Any of the Above Happens?”* section herein). While moisture will not affect the structure of the vinyl, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
  - Flooring that is installed outdoors.
  - Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects. Rubber wheels should not be allowed to contact the vinyl as staining may occur. When vacuuming, use the wand attachment.
  - Indentation or damage from improper loads including high heels; spiked shoes; rolling loads; and/or chairs or other furniture not having floor protectors.
  - Damage caused by abuse such as moving appliances across the floor without adequate protection. To protect your floor from scuffing and tears when moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it.
  - Damage or staining resulting from the use of harsh chemicals including but not limited to stains and damage from paints, dyes, and other chemicals.
  - Improper maintenance causing loss of gloss, scratching, and/or build-up of a dulling film.

- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded “irregular” or sold “as is” without warranty.
- Floors installed with visible defects or defects seen before the installation.
- Installation of residential products in a commercial environment.
- Workmanship, as described below.
- Damage resulting from improper installation
- Installation defects, including installations made (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions. NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE FOR INSPECTING THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED

#### **WORKMANSHIP**

AHF does not warrant you or the installers’ workmanship. However, it is highly recommended that your flooring be professionally installed by contractors who have demonstrated expertise in installing this type of flooring for residential use. Workmanship errors should be addressed to the contractor who installed the floor.

#### **WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?**

**TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.**

**TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.**

**SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without**

**regard to any of its conflicts of laws provisions.**

None of our retailers, distributors, installers, or employees has the authority to alter the obligations, limitations, disclaimers, or exclusions under this or any of our warranties.

**WHAT WILL WE DO IF A COVERED WARRANTY EVENT OCCURS?**

If a covered event should occur within the specified Limited Warranty Period for the applicable flooring product, AHF Products will furnish comparable AHF flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at AHF's option. And, if your floor was professionally installed, AHF Products will also pay reasonable labor costs for the direct repairs or replacement.

*Within One Year:*

If a defect covered by this Limited Warranty is reported to AHF in writing within one year of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF will also pay reasonable labor costs.

*Within Two Years:*

If a defect covered by this Limited Warranty is reported to AHF Products in writing after one year but within two years of purchase, AHF Products will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will also pay fifty percent (50%) of the reasonable labor costs.

*After Two Years:*

If a defect covered by this Limited Warranty is reported to AHF in writing after two years but within the specified Limited Warranty Period for the applicable flooring product, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will not pay labor costs.

AHF Products will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

**WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?**

We want you to be happy with your floor purchase. If you are not, contact your Parterre sales representative. They can answer your questions and, if necessary, start to process a claim.

**STEPS TO FILING A CLAIM:**

1. Contact your Parterre sales representative with your original proof of purchase and the completed claim form provided by your sales representative.

All claim forms, invoices, and photos must be submitted to:

[ParterreClaims@ahfproducts.com](mailto:ParterreClaims@ahfproducts.com)

Physical samples should be mailed to the below address with the claim information attached:

AHF Products, LLC.  
3840 Hempland Road  
P.O. Box 566  
Mountville, PA 17554  
Attn: Floor Claims

2. The claim will be evaluated.  
An inspection of the flooring may be requested or we may request pictures or uninstalled samples showing the issue.
3. A claim determination is made.
  - a. We will send the evaluation of the claim , directly to the party who filed the claim
    - i. If your claim is approved, please work with your sales representative to order new material and schedule the reinstallation, if applicable.
    - ii. If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your facility was inspected by a Technical Services Manager or a third-party inspector.

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

IMPORTANT NOTE: While the majority of claims are resolved within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event your claim is not resolved within 30 days, please contact the Customer Service Center indicated above no later than 60 days from the date you first discovered the problem with your floor. **It is your responsibility to file a timely claim to protect your rights under this Limited Warranty.**

*Appealing your Claim Determination:*

If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for “Warranty”, or by emailing your concerns to [customeradvocates@ahfproducts.com](mailto:customeradvocates@ahfproducts.com). We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

**CARE INSTRUCTIONS**

To keep the lasting shine and fresh feel of your investment for as long as possible, do the following:

**Immediately after installation:**

- When the installation is completed, please follow the installation instructions for maintaining temperatures thereafter.
- Do not scrub or wash your floor for 72 hours.

**Do:**

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash occasionally with a Resilient Floor Cleaner. *For residential installations, we recommend Armstrong Once and Done Floor cleaner.*

**Don't:**

- Use detergents, abrasive cleaners or “mop and shine” products – they may leave a dull film on your floor.

- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

**Proactive protection for your floor:**

- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it; this will help protect your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Rubber- or latex-backed mats (except where noted) should not be used because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest an anti-staining vinyl-backed mat or a woven rug that is colorfast.

***Parterre Flooring Unfazed Limited Warranty Periods***

	Residential	Light Commercial
<b>Unfazed</b>	30	5