



LIMITED RESIDENTIAL WARRANTY

Our Luxury Vinyl Plank, Rigid Core Plank, and Engineered Vinyl Plank products are backed by a Limited Residential Warranty for manufacturing defects as described below.

The Luxury Vinyl Plank, Rigid Core Plank, and Engineered Vinyl Plank flooring you purchase is guaranteed to be free from manufacturing defects. If a defect occurs in your floor, upon verification of the defect, The SEM Group will authorize repair or replacement of the affected area without charge, with flooring of equal value and/or quality. If your floor was installed by a professional flooring installer/contractor pursuant to SEM Group's installation instructions, SEM Group will also pay reasonable professional labor costs to install your replacement floor if the defect is reported within the first year of the original purchase, and 50% if the defect is reported within the second year of the original purchase. Labor costs will not be reimbursed if the defect is reported within the third, fourth, or fifth year of the original purchase.

LIMITED LIGHT COMMERCIAL WARRANTY

Our Luxury Vinyl Plank, Rigid Core Plank, and Engineered Vinyl Plank products are backed by a Limited Commercial Warranty for manufacturing defects as described below.

The flooring you purchase is guaranteed to be free from manufacturing defects. If a defect occurs in your floor, upon verification of the defect, The SEM Group will authorize repair or replacement of the affected area without charge, with flooring of equal value and/or quality. If your floor was installed by a professional flooring installer/contractor pursuant to SEM Group's installation instructions, SEM Group will also pay reasonable professional labor costs to install your replacement floor if the defect is reported within the first year of the original purchase, and 50% if the defect is reported within the second year of the original purchase. Labor costs will not be reimbursed if the defect is reported within the third, fourth, or fifth year of the original purchase.

Light Commercial is defined as Inside condominiums, apartments, & hotel rooms. Small retail shops and waiting rooms are also considered Light Commercial areas. Area not considered as Light Commercial include: Condo, Hotel, or apartment common areas, large retail stores, areas subject to constant rolling loads. Please contact the SEM Group for any clarification needed in regards to areas covered by the Light Commercial Warranty.



LIMITED WARRANTY TERM LENGTH

The length of each warranty is tied to the product's wear layer thickness.

Wear Layer Thickness	Residential	Light Commercial
6 mil	20	5
12 mil	25	7
20 mil	30	10
22 mil	30	15

EXCEPTIONS AND LIMITATIONS

1. All warranties apply from the date of purchase and only to the original owner of the floor.
2. Wear from chairs or other furniture without proper floor protectors will void the warranty.
3. Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
4. Sub-floor irregularities can cause premature wear on the wear layer and will void the warranty.
5. Dissatisfaction or damage due to improper installation or installation contrary to SEM Group's recommendations will void the warranty. Installation instructions are included in each carton of material.
6. Labor on material installed with obvious defects is not covered by these warranties.
7. Labor costs on repair or replacement of material which was not originally professionally installed are not covered by this warranty.
8. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty.
9. Using non-recommended floor care products may damage the floor and void the warranty.
10. Purchase of "closeouts", "seconds", "remnants", "mill trials" or other "irregular" (non-first quality) flooring material, or material not part of, or available in the regular SEM Group product line are not warranted.
11. Warranty will be voided if product is removed from the site of original installation
12. Residential Wear Warranty applies to owner occupied spaces. The Light Commercial Warranty applies to residential rental properties, as well as the spaces described in the Light Commercial Wear Warranty section.



Note: If the SEM Group floor fails to perform as stated in the applicable Limited Warranty, SEM Group will, at its option: (i) repair without charge the affected flooring to conform to the warranty; or (ii) replace the affected flooring without charge, with flooring of equal value and/ or quality. SEM Group will also pay for reasonable labor costs per the conditions stated above. SEM Group will not pay for the removal or replacement of cabinets, appliances, or other fixtures. Replacement floors are warranted only for the remaining time of the original warranty and are not warranted to match samples or marketing materials (ie. photographs, website, etc) or match in color, dye lot, and gloss with your existing floor. THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, SEM GROUP WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. EXCEPT AS SET FORTH HEREIN, THERE ARE NOT EXPRESS WARRANTIES MADE BY SEM GROUP.