

**SAWYER<sup>C</sup> AND<sup>S</sup> SOUTHERN**  
**QPC**  
**Rigid Core**  
**Waterproof Flooring**

## LIMITED RESIDENTIAL FLOORING WARRANTY

This Limited Residential Warranty is provided by the manufacturer, Anton DecoTech (ADT), and begins when the flooring is purchased. The flooring must be installed in accordance with the installation guidelines and specifications. The flooring must be maintained in accordance with the floor care and maintenance recommendations. Such maintenance must continue throughout the duration of the original installation.

The Limited Warranty is further limited to the original purchaser of the flooring. Warranty related claims apply to the original invoice, the authorized commercial invoice.

Installation guidelines and specifications along with floor care and maintenance recommendations can be obtained from your dealer.

LIMITED WARRANTIES Terms of Limited 15 Year Warranties:

- \* Within One Year: For valid claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, warranty specifies a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- \* Between Years One to Fifteen: For valid claims on defects of this product as covered by this warranty that are reported in writing after one year but within fifteen years of purchase, warranty specifies a credit based on the original purchase of the product or replace the product. Warranty will pay 50% of reasonable labor costs.

### WHO IS COVERED UNDER THESE LIMITED WARRANTIES?

These limited warranties apply to you only if you are the original purchaser of the QPC flooring and have paid in full for your floor. These warranties are not transferable / assignable. In the event the style installed is no longer available, the warranty specifies to replace the affected floor with another style of equal value. The above described remedy is the purchaser's sole and exclusive remedy for claim under this limited warranty.

### LIMITED 15 YEAR STRUCTURAL WARRANTY

Manufacturer warrants all first quality floors, in their manufactured condition, to be free from defects in material and workmanship including milling, assembly, and dimension. Manufacturer additionally warrants that these floors will not delaminate when properly installed and maintained according to their installation and maintenance procedures.

Manufacturer reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If the manufacturer repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear or remove, at their own expense, any items placed over the affected areas after the original installation. In the event that the manufacturer repairs a floor, this warranty shall remain in effect with respect to such floor.

## LIMITED WARRANTY FOR FINISH WEAR

Every plank or tile is ready to install out of the carton. Under normal conditions and uses and providing that manufacturer's maintenance guidelines are strictly followed, the manufacturer warrants that the finish will not wear through or peel off of the flooring during the length of the warranty.

This limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. Also, gloss reduction, scratches, gouges and dents in the finish are not considered surface wear and are not covered under this warranty.

## LIMITED WATERPROOF WARRANTY

Manufacturer warrants that for the stated warranty period from the date of original purchase, your QPC product will not swell, cup, or crack due to:

- \* Normal cleaning practices (see Care and Maintenance document for additional information)
- \* Moisture due to everyday household spills (see Care and Maintenance document for additional information)
- \* Moisture from subfloor when exposed to such conditions.

All sources of subfloor moisture should be remedied prior to installation. Moisture will not affect the product's integrity in any way. But if excessive moisture accumulates in buildings, subfloors, under the flooring planks, or on building materials, mold and/or mildew growth can occur, especially if the moisture problem remains undiscovered and not remedied. Such mold or mildew is NOT covered by this waterproof warranty.

## WARRANTY EXCLUSIONS

Manufacturer does not warrant against natural variations or gloss level between samples/models and installed flooring. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model DOES NOT create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed.

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the flooring product itself.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.
4. Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against such claims.
5. Shading claims for an overall white or extremely light-colored floor with touching white planks or tiles.
6. Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
7. Minor shading, color or texture differences between samples and delivered product.
8. Improper Installation: The floor must be installed according to manufacturer's installation guidelines.

9. Damage caused by improper storage, handling, or installation methods is not covered by these warranties. Improper preparation of, or deficiencies in, the subfloor/floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular subfloor surface (particularly at joints) or voids in the subfloor, are not covered under these warranties.

10. Improper Care and Maintenance: The floor must be maintained according to manufacturer's installation guidelines.

11. Cabinets and other built-in appliances should be installed before installation of the QPC flooring. They should not be installed on top of floating QPC flooring. Floors should be installed at the same time as carpets and AFTER finishing the walls to prevent damage from paint, dry wall dust, wallpaper adhesives, and other materials.

12. QPC products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible.

13. Visibly defective product that is installed will not be reimbursed for labor to replace or repair. Visibly defective product should NOT be installed; it should be returned to dealer for a refund or replacement with non-defective product.

#### WARRANTY PROCESS

Product determined to have any possible defect by the person doing the installation should be returned to your dealer for inspection and possible replacement PRIOR TO INSTALLATION. All questions of product quality are to be addressed prior to installation.

#### If you need warranty service:

During the warranty period, should you have any problems with your QPC floor, please contact SAWYER and SOUTHERN within 30 days from the date the problem occurs.

Dealers are not authorized to make any decisions regarding warranty coverage or any remedies thereunder; they are merely the means through which you should report any problems to SAWYER and SOUTHERN.

SAWYER and SOUTHERN and/or a manufacturer's representative from ADT must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue, which should be no less than thirty (30) days after you report the problem. You (the original purchaser) should notify the dealer and/or your sales representative and submit in writing, the following:

1. Proof of Purchase - A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
2. Problem Description, Photos, & Samples - A detailed description of the problem, photographs, and if applicable, a sample that clearly shows the warranty problem. If possible, include a photo of the box label.

#### ADT'S CURATIVE ACTIONS/REMEDIES

THE ABOVE TERMS AND CONDITIONS OF EACH LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR THESE WARRANTIES. IF YOU ARE FOUND TO BE ENTITLED TO COVERAGE UNDER ANY WARRANTY, EXPRESSED OR IMPLIED, IN ADDITION TO THOSE SPECIFICALLY LISTED ABOVE, AND YOU CAN PROVE THAT ADT BREACHED SUCH WARRANTY, THEN YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY PROVEN BREACH IS EITHER (AT THE OPTION OF ADT): (1) REPAIR THE DEFECTIVE PLANK(S); (2) REPLACEMENT OF THE DEFECTIVE PLANK(S). IF THE REMEDY ADT INITIALLY SELECTS IS FOUND TO FAIL IN ITS ESSENTIAL PURPOSE, THEN ANY FURTHER REMEDY TO WHICH YOU MAY BE ENTITLED IS SOLELY AND EXCLUSIVELY LIMITED TO ONE OF THE REMAINING REMEDIES (OF THE TWO OPTIONS, DESCRIBED ABOVE IN THE LIMITED WARRANTIES), WHICH SHALL BE CHOSEN BY ADT.

#### WARRANTY DISCLAIMERS

ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY FOR FINISH WEAR DESCRIBED ABOVE. THE REMEDIES AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY ADT OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE FLOORING. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED.