



WARRANTY GUIDE

WARRANTY TYPES

Install with confidence knowing that Urban Surfaces stands to protect you from unforeseen product failures.

Warranty Coverages:

- A. Lifetime Structural Warranty
- B. Wear and Walk Through Warranty (Limited or Extended)
- C. Glue Bond Warranty

A. LIFETIME STRUCTURAL WARRANTY

Coverage of Luxury Vinyl Flooring products from the following manufacturing defects:

- Ripping
- Tearing
- Curling
- Cracking
- Disintegration

If a manufacturer’s defect covered by this warranty is found and reported to the merchant from which the floor was purchased during original ownership*, Urban Surfaces will cover the costs of replacing the planks that are deemed defective. Adjoining or immediate areas surrounding the defective, individual floor planks that are not considered defective, will not be replaced.

**Original Ownership refers to the original purchaser of the product. This warranty is non-transferrable.*

B. WEAR AND WALK THROUGH WARRANTY

Limited:

Products are warranted not to lose original pattern and color due to fading or wear if used under *Normal Use.

Extended:

With the assurance that the installation was completed with Urban 3010 or 3020 adhesives, Urban Surfaces is able to extend the Wear and Walk Through portion of the warranty.

| PRODUCT LINE | LIFETIME STRUCTURAL | LIMITED WEAR | EXTENDED WEAR |
|--------------|---------------------|--|---|
| Main Street | YES | 5 Year Residential | 10 Year Residential |
| City Heights | YES | 7 Year Residential | 12 Year Residential |
| Townsquare | YES | 5 Year Residential | 10 Year Residential |
| Level 7 | YES | 10 Year Residential 5 Year Commercial | 15 Year Residential 10 Year Commercial |
| High Rise | YES | 12 Year Residential 7 Year Light Commercial | 17 Year Residential 12 Year Light Commercial |
| Sound-Tec | YES | 10 Year Residential 5 Year Light Commercial | |

This warranty is made subject to the following conditions:

- The floor must be installed properly and according to Urban Surfaces installation guidelines.
- The flooring must be used only indoors in a dry, climate controlled area.
- The flooring must be maintained in accordance with Urban Surfaces care & maintenance guidelines.
- Loss of finish gloss over time is consistent with normal wear & tear.

The following damage to the product is not considered a product flaw and therefore not covered under warranty:

Damage due to:

- Scratches, Gouges, Scuffs, Punctures, Cuts, Burns, Accidents, Adhesives or Tape

Damage caused by

- Fire, Flood, Intentional Abuse, Indentations, Vacuum Cleaner Beater Bars, Improper Rolling Loads, Chairs, or Furniture not using appropriate protection material, Chairs with caster wheels of any type; Cutting from sharp objects; Asphalt staining and staining from rubber mats; Changes in color or sheen appearance when exposed to a natural light source, Exterior application.
- Water or Moisture in the subfloor or underneath the flooring, Including but not limited to subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor.
- Problems due to moisture, mildew, alkaline substances, expansion and contraction between planks/tiles or humidity levels above or below those recommended
- These warranties do not apply to Urban Surfaces flooring that has been subject to abnormal use** or conditions or abused*** in any way
- This limited warranty does not apply to moldings and trims
- Installation of flooring that contains any manufacturing defect is not covered by this limited warranty. Material must be checked carefully for defects before and during installation and under sufficient lighting. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor. Material installed with visible defects is considered accepted
- It is normal and expected for there to be color variations due to exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing defect
- Inherent variations that are consistent with those of a natural product to include pattern, color, and texture do not indicate defective material
- Urban Surfaces cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, recreational / athletic shoes (i.e. golf shoes, sports cleats, etc.), high heel shoes or pets
- Floor covering installed in inappropriate locations is excluded from this warranty.
- Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage
- Installations with varying dye lots that don't match in sheen or coloration

Additional Exclusions For Sound-Tec Floating Floor

- Open joints of 0.01 inches (0.2mm) or less are not considered a defect. Joints comprised by improper installation, lack of continuous climate control, or obstructed creating pinch points are specifically excluded by this warranty
- Installations without proper expansion gaps and careful attention to molding placement are specifically excluded by this warranty

**Normal use is defined by wear and walk through damage that naturally and inevitably occurs as a result of normal wear or aging. Wear and walk through is a form of depreciation which is assumed to occur even when Urban Surfaces' flooring is used competently and with care and with proper maintenance.*

***Abnormal use or conditions" includes, but is not limited to, damage from plumbing/appliance leaks, storm or flood; damage from smoke, fire, or other casualty events; damage caused by negligence, improper alterations of the original manufactured product.*

****Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of Urban Surfaces flooring in a residential or light commercial environment.*

C. GLUE BOND WARRANTY

Urban Surfaces warrants the bond of our Urban 3010/3020 Adhesive equal to the warranty life of the Urban Surfaces Luxury Vinyl Flooring it is being used with.

The following conditions must be met:

- The installation must be performed per Urban Surfaces guidelines.
- If an installation failure occurs as a direct result of the use of defective adhesive, Urban Surfaces will supply new flooring material of *similar color, pattern, and quality to replace the defective area and adhesive materials and for reasonable labor costs to repair or replace the failed portion of the installation as determined by Urban Surfaces at its sole discretion.

Lock in your warranty with the proper adhesive:

This warranty applies only to adhesive related bond failures. However, Urban Surfaces cannot warrant those variables over which our company has no control. Factors such as the quantity of the adhesive used, the workmanship of the installer, the condition of the subfloor, the stability of the flooring product or its suitability for the installation on the particular job, excessive moisture or alkalinity, or any other conditions that might affect the installation.

- Urban Surfaces reserves the right to inspect the cause for any claim as deemed necessary or this warranty is null & void.
- Any repairs done prior to inspection by an Urban Surfaces representative voids any warranty.
- This warranty begins when the adhesive is purchased.
- The adhesive must be stored under proper conditions and must be protected from freezing.
- The adhesive must be applied in accordance with Urban Surfaces installation guidelines and specifications and must be applied within the shelf-life of the adhesive.
- The warranty is further limited to the period of time the adhesive installation is owned and maintained by the original end-use purchaser. This warranty is non-transferable.

Further, the following guidelines need to be adhered to:

The substrate the adhesive is installed over needs to meet the following conditions concerning moisture.

Urban 3010:

- Moisture Emission Level - 10 lb/1000 sq ft /24 hours (3.6 kg/93 sq m/24 hours).
- Relative Humidity (RH) - 97% RH.
- PH Level - Between 5-9. Corrective action must be taken if below 5 or above 9.

Urban 3020:

- Moisture Emission Level - 10 lb/1000 sq ft /24 hours (3.6 kg/93 sq m/24 hours).
- Relative Humidity (RH) - 95% RH.
- PH Level - Between 5-9. Corrective action must be taken if below 5 or above 9.
- Follow instructions found on the technical data sheets and other written instructions from Urban Surfaces.
- Applicable building codes and regulations
- Standard industry practices
- It is the sole responsibility of the installer, general contractor, architect of record or owner, as a condition of warranty coverage, to first determine the suitability and compatibility of our product for the user's intended use.
- If the adhesive is proven defective within the warranty time period, you will receive, as your sole remedy, replacement product and reimbursement of your reasonable substantiated labor costs for only that specific portion of the original installation requiring replacement.
- Adhesive application and Installation guidelines along with specifications can be obtained at UrbanSurfaces.com

** When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied. If a product that has a claim is no longer in the current range (all current range products can be found at UrbanSurfaces.com at the time of the claim) the next, closest product of similar color, pattern, and quality will be supplied. Urban Surfaces cannot make special arrangements to manufacture products that have been discontinued. There will be no other form of compensation.*

***Glue is used with "Adhesive" interchangeably.*

MOLD & MILDEW

The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Urban Surfaces warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture.

ROLLING CHAIR EXCLUSION

Warranty coverage is specifically excluded from any type of rolling chair. Chairs with rolling casters need to have particular attention paid to preventative maintenance to keep the integrity of the flooring in tact. Chair mats, made for hard surface flooring, are recommended to be used each chair with rolling casters. Hard plastic wheels should be changed for soft surface casters, 2" in diameter or larger. This limited warranty is intended to be a wear and walk through warranty.

ACCLIMATION

If, prior to installation, Urban Surfaces floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, and if, post-installation, Urban Surfaces floors are not continuously maintained at such temperature, damage incurred may not be covered by your warranty. Considerations will need to be made as to the location of the installation (hot climate vs cold climate locations), the time of year the product was installed, atmospheric conditions at time of installation, etc.

WARRANTY CLAIMS

In the event that a claim is to be filed for warranty coverage on defective flooring, the following process will be followed:

1) A 'Claims & Repair Request Form' will need to be filled out completely. All details are required including:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase
- A detailed description of the problem
- Photographs that clearly depict the problem
- This form can be found at UrbanSurfaces.com/Resources

2) Email completed Form to 'Claims@UrbanSurfaces.com'. A case number will be created and shared with you. Upon receipt of claim, Urban Surfaces will verify the specifics of the claim to determine if the cause of failure is due to a manufacturer's defect or mis-use of the product.

3) A determination will be made as to the necessity of a site inspection by an Urban Surfaces Representative. If a site inspection is required, Urban Surfaces will schedule it at the earliest possible convenience for both parties

Urban Surfaces retains the right to verify, through an on site inspection with an Urban Surfaces representative, the findings of the original installation company.

4) In the event that a Third Party Inspector* is required as a neutral professional opinion, one will be contracted and sent to the site at the earliest possible convenience.

Urban Surfaces retains the right to verify, through an on site inspection of a third party Floor Covering Claim Inspection Company the findings of the original installation company.

5) Based on all information gathered, a final determination will be made as to the viability of the warranty claim. A written 'Claim Settlement Statement' will be issued from Urban Surfaces declaring these possible outcomes:

- Comprehensive Approval
- Partial Approval
- Denial

6) This Statement must be signed (acknowledged) by the receiving party

7) If the outcome of the Claim is the issuance of replacement product, a new Sales Order will be created and delivery will be scheduled at the earliest possible convenience of Urban Surfaces

8) If any labor costs are approved for coverage, a check will be issued within 10 business days of delivery of replacement product

9) The case file will be closed when:

- Comprehensive Approval - upon the successful delivery of replacement product, the payment of labor costs (if any).
- Partial Approval - upon the successful delivery of replacement product, the payment of labor costs (if any).
- Denial - Upon Denial of claim

Conditions to Warranty Claim:

Urban Surfaces will work directly with its Customer only, not the End User. End Users will need to deal with the flooring company they originally purchased the product through. Any deviation from the steps outlined above will result in loss of warranty coverage. It is necessary to follow the steps as listed to keep an orderly process. Customers who take it upon themselves to remedy a flooring issue, only to contact Urban Surfaces for reimbursement after replacement material has been installed and labor costs incurred have denied Urban Surfaces the ability to remedy the issue according to its own terms and will be denied compensation.

Third Party Floor Covering Claim Inspectors:

If a claim is in question, the services of a third party floor covering inspection company may be employed. If Urban Surfaces product is found to have a manufacturer defect, then Urban Surfaces will cover the cost of the floor inspection services. If Urban Surfaces product is found to not be responsible for the issue, the installation business will be responsible to cover all costs for the floor covering inspection services.

WARRANTY TERMS

Within One Year:

If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Urban Surfaces will supply new flooring material of *similar color, pattern, and quality to replace the defective area. Urban Surfaces will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within Two Years:

If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Urban Surfaces will supply new flooring material of *similar color, pattern, and quality to replace the defective area. Urban Surfaces will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years:

If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified, Urban Surfaces will supply new flooring material of *similar color, pattern, and quality to replace the defective area. Urban Surfaces will not pay labor costs.

**When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied. If a product that has a claim is no longer in the current range (all current range products can be found at UrbanSurfaces.com at the time of the claim) the next, closest product of similar color, pattern, and quality will be supplied. Urban Surfaces cannot make special arrangements to manufacture products that have been discontinued. There will be no other form of compensation.*

REPLACEMENT / REPAIRS

Urban Surfaces will, at its option, repair or replace product not meeting the above listed warranties. Urban Surfaces reserves the right to repair or replace any flooring deemed defective with an installation source of its own choosing. If Urban Surfaces repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear (move), at their own expense, any items placed over the affected areas. In the event that Urban Surfaces repairs a floor, this warranty shall remain in effect with respect to such floor. Replacement floor covering may be different in gloss level, shading, texture, etc. Urban Surfaces cannot guarantee, nor be held responsible, to match adjoining flooring due to different dye lots being used.

In the instance where there is a limited amount of square footage defective in a room, Urban Surfaces will replace the defective material only. If additional material is requested to accommodate a closer color match throughout a room, this material will have to be purchased separately.

REFUND POLICY

Urban Surfaces will not refund money for defective flooring material as part of a floor claim settlement. The only form of compensation shall be replacement product for defective material and reasonable labor costs in accordance with the labor description above.

Special Circumstances:

Urban Surfaces is not liable for extra labor charges stemming from special circumstances such as night work or difficult installation locations such as remote cities. Reasonable labor costs are determined by industry standards, not special circumstances.

START OF WARRANTY COVERAGE

Warranty Coverage is activated upon receipt of payment. Upon receipt of payment, Warranty Coverage is backdated to receipt of material by Customer. No Warranty Coverage is active while Invoice remains unpaid or partially paid.

WARRANTY OWNER

This warranty is applicable to the Original Owner of the floor and is non-transferable. This warranty shall not include loss of time, inconvenience, incidental expenses incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Urban Surfaces does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Urban Surfaces shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights; such rights may vary from State to State. This warranty is effective for all shipments after May 1, 2018. Please keep your receipt. Urban Surfaces needs the receipt in order to verify date of purchase to help resolve any problems.