

APPLICATION	WARRANTY PERIOD
Residential	Lifetime
Light Commercial	10 Years

### RESIDENTIAL LIMITED WARRANTY

The Master's Craft (TMC) warrants its Multi-Length Collection (MLC) products, in their original manufactured condition, to be free from defects in lamination, assembly, milling and dimension. TMC does allow for an industry norm of up to 5% of the product to be non-conforming. TMC warrants that the Multi-Length Collection will not wear through or lose the original pattern or color due to normal wear. The Multi-Length Collection will remain free from these structural and finish defects for the duration of the warranty period stated for this application provided they are installed and maintained in accordance with the Multi-Length Collection Installation Instructions found in the flooring boxes and at <https://rigidcorefloor.com>, and are maintained in a controlled environment as outlined in the installation instructions. This warranty is extended to the original end-user of the goods and is not transferable.

### LIGHT COMMERCIAL LIMITED WARRANTY

The Master's Craft (TMC) warrants its Multi-Length Collection products, in their original manufactured condition, to be free from defects in lamination, assembly, milling and dimension. TMC warrants that the Multi-Length Collection will not wear through or lose the original pattern or color due to normal wear. The Multi-Length Collection will remain free from these structural and finish defects for the duration of the warranty period stated for this application provided they are installed and maintained in accordance with the Multi-Length Collection Installation Instructions and are maintained in a controlled environment as outlined in the installation instructions, and the floor is not subjected to water leaks, floods or heavy commercial maintenance procedures (buffers and floor scrubbers) . Due to the nature of this application, this light commercial limited warranty is applicable to installations over concrete only. This warranty is extended to the original end-user of the goods and is not transferable.

#### Light Commercial Definition

Light commercial installations will not be subject to heavy commercial objects (like retail racks) or machinery (like auto-scrubbers) placed on or dragged across the floor. Examples of light commercial applications are doctor's offices, business conference rooms, etc. Heavy traffic locations such as restaurants are not considered light commercial applications and would not be covered by this warranty. The same exclusions pertaining to the residential warranty apply to the light commercial warranty.

### WATERPROOF WARRANTY

Multi-Length Collection planks are waterproof. However, moisture can pass through improperly seated seams, around expansion gaps, and room perimeters. During the warranty period, TMC warrants that your floor will not warp, curl, crack, or cup due to:

- Recommended cleaning procedures in the Multi-Length Collection Installation Instructions.
- Incidental spills typical of a residential setting

It is important that subfloor moisture be mitigated prior to flooring installation. As a rigid core vinyl plank product with an integrated pad, MLC's structure can be adversely affected by constant exposure to elevated subfloor moisture. For this reason and to ensure a successful finished product, an impermeable moisture barrier is required when installing over concrete subfloors as detailed by MLC Installation Instructions. Wooden subfloors should have proper moisture mitigation installed underneath them per MLC Installation Instructions.

The installed flooring is not intended to be a moisture barrier, though it can trap moisture underneath it. This warranty excludes any damage caused to the subfloor and dwelling due to moisture. Moisture trapped underneath MLC can create conditions that adversely affect flooring and subflooring.

Fixtures that surround the floor like walls, trim and mouldings, subfloors, and other flooring types, are not waterproof. Excessive and unmitigated moisture contacting these fixtures or being trapped between Multi-Length Collection planks and these fixtures can cause mold, mildew, or other damage. *This warranty excludes any damage from mold, flooding, leaky plumbing, appliances or any moisture from exterior sources.* Clean up all standing liquids and moisture immediately.

### WARRANTY EXCLUSIONS

TMC warranties do not cover indentations, scratches, defects or damages caused by the failure to follow all the Multi-Length Collection Installation Instructions. Responsibility for inspection and approval of planks falls to the consumer and installer prior to installation. *The installer is the final inspector of the product because installation is acceptance of the product.* TMC is not responsible for labor costs associated with the repair or replacement of visually or structurally defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is properly inspected to ensure it is flat, clean, dry and structurally sound according to the Multi-Length Collection Installation Instructions.

TMC warranties do not cover normal wear and tear, indentations, scratches, defects or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product.

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TMC warranties do not cover damages caused by the use of oil soaps, liquid or paste wax products, furniture oils and polishes, acrylic products, or other household cleaners that are not recommended maintenance products.

TMC warranties exclude non-factory applied finishing.

TMC warranties do not cover indentations, scratches, defects or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked or damaged heel shoes, vacuums, furniture, appliances, casters, falling or dropped objects or construction traffic, or failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects, or during times of heavy traffic.

TMC warranties do not cover defects and damages caused by natural disasters or disasters of human origin including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

TMC warranties do not cover discoloration due to direct sunlight or extreme heat. Most home products will discolor due to a combination of heat and sunlight.

No warranties apply to any product or products designated as seconds, off-goods, or goods sold "as is".

TMC warranties do not cover squeaking, creaking, popping, or other noises in flooring as these are the result of installation, jobsite, and/or environmental causes.

### **The following items are not covered under the warranty:**

- Flooring installed in a method other than provided for in the Multi-Length Collection Installation Instructions.
- Damage caused by normal wear and tear, negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaners or steam mops.
- Damage caused by appliances, furniture and casters.
- Damage caused by cutting from sharp objects.
- Damage caused by flooding, fire, and other natural disasters and acts of God.
- Reduction in gloss, scratches or indentation due to sand or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required by the Multi-Length Installation Instructions
- Color, shade, sheen or texture variations between samples or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Changes in color due to exposure to sunlight and age.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.

- Noises, squeaks, etc.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by excessive heat or extreme cold.
- Flooring separation due to an uneven or flexible subfloor.
- Products designated "off-goods" Such products are sold "AS IS."
- Commercial installations of residential products.
- Flooring installed outside or on the exterior of a building.
- Construction or installation-related damage.
- Floor damage, finish damage, or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.

### **NO OTHER WARRANTIES**

This limited warranty is the only warranty given by The Master's Craft as pertaining to the Residential Limited Warranty, Light Commercial Warranty, and Waterproof Warranty, and no other warranties or guarantees of merchantability of any kind have been made with respect to The Master's Craft or Multi-Length Collection products. No oral agreement or statement from The Master's Craft, or any of its representatives may alter or amend this warranty.

**NO WARRANTY OF FITNESS EXISTS BEYOND THE GENERAL WRITTEN DESCRIPTION OF THE PRODUCT PURCHASED.**

Some laws do not allow limitations on certain implied warranties. This warranty gives specific legal rights, and there may be other rights which vary from state to state.

### **IMPORTANT**

**YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED. ALL FLOORING CAN CONTAIN UP TO AN INDUSTRY NORM OF 5% NON-CONFORMING PRODUCT.**

### **HOW TO MAKE A CLAIM**

In the unlikely event that any portion of your floor should fail or be defective, with respect to any of the provisions of this warranty, The Master's Craft, at its sole discretion, to the original end-user, may repair or replace such portion with the same product or another product of equal value. This provision does not include labor costs, relocation or living expenses, removal or installation of new flooring or the removal or replacement of cabinets, furniture and other fixtures.

To file a claim, the original purchaser must initiate a claim request by filling out our on-line form at: <https://themasterscraft.com/claims>. Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. TMC reserves the right

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to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. TMC assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in all cases. This warranty gives you specific legal rights that may vary from state to state.