



1. Lifetime Residential Warranty
2. Limited 12-Year Light Commercial Warranty Product

Aurora Hardwood guarantees its Vinyl Plank products to be free from manufacturing defects for a specified duration from the date of purchase, as outlined above.

Installation: This warranty covers both materials and reasonable labor costs if professional installation was paid for at the time of the original installation, and only if installed according to Aurora Hardwood's installation guidelines. Please refer to our website (www.aurorahardwood.com) for the most up-to-date guide/warranty information.

Manufacturer Inspection Rights and Claims Aurora Hardwood reserves the right to inspect any flooring product that is claimed to be defective within a reasonable timeframe.

General Terms and Conditions

- Aurora Hardwood's liability under this warranty is limited to the actual replacement cost of material and reasonable labor.
- This warranty is only valid for the original purchaser and is non-transferable.
- Aurora Hardwood is not responsible for incidental or consequential costs related to the repair or replacement of a defective product.
- Replacement flooring is not guaranteed to match the existing flooring or retailer display samples.
- Aurora Hardwood is not liable for any color discrepancies between the flooring and other fixtures such as cabinets, stair railings, trim, and moldings.
- No other warranties, express or implied, including merchantability or fitness for a particular purpose, are offered.
- Aurora Hardwood is not liable for special, indirect, incidental, or consequential damages.
- This warranty is not alterable by any installer, retailer, agent, or employee of Aurora Hardwood.
- The interpretation and enforcement of this warranty are governed by the laws of the state of the manufacturer's headquarters.

Replacement/Repairs

Aurora Hardwood has the right to repair floors or to obtain an installer for replacement flooring. Customers are responsible for clearing any items placed over the affected areas subsequent to the original installation. If a concern covered within the warranty does not exceed 5% of the installed floor, Aurora Hardwood will repair or replace the affected planks only. The warranty will remain in effect even if a repair has been carried out.

Warranty Limitations

PLEASE NOTE THE FOLLOWING ARE NOT PROBLEMS ARISING FROM DEFECTS IN MATERIAL OR WORKMANSHIP AND

ARE THEREFORE NOT COVERED BY THIS PRODUCT WARRANTY.

1. Defects arising from poor installation. This includes:
 - a) Damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions.
 - b) Visual surface defects caused by previous floor coverings that should have been removed or covered, for
 - c) example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment;
 - d) Edge-to-edge shade variation.
 - e) Discoloration arises from installation next to a source of excessive heat.
2. Construction or installation-related damage.
3. Installation in inappropriate locations is excluded from this warranty.
4. Dissatisfaction due to improper maintenance.
5. Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
6. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
7. Problems arising from scratches, scuffs, punctures, cuts, tears, gouges, indentations, burns, damage caused by stiletto or sharp high heels (these can damage concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets, discolorations due to adhesives or tape, rolling and/or non-foot traffic, or any intentional misuse of the product.
8. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, pets, etc.
9. Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing.
10. Damage caused by inappropriate end-user activities.
11. Staining caused by urine, feces or vomit.
12. Small differences in color and or texture between the actual material or photographic images of the material and the actual flooring purchased. It is normal and expected for there to be color variations due to use of natural components, 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 flaw.
13. Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed. **INSTALLATION IS ACCEPTANCE.**
14. Gloss reduction or surface scratches are not considered surface wear. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
15. Installation of products with adhesives other than those recommended by Aurora.
16. The manufacturer makes no guarantee that vinyl flooring products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products and are not within the coverage of this warranty. Other

such problems not described on the list above are also outside the scope of this warranty. This limited warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. Aurora requires the receipt in order to verify date of purchase to help resolve any problems.

Water Resistance

The vinyl flooring is warranted to be water resistant, and the structural integrity of the flooring 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). The manufacturer's moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor. Damage resulting from mold & mildew growth due to prolonged exposure to moisture is not covered by this warranty.

Exclusions

The warranty does not cover: Damages from adhesives or tape; improper installation; color discrepancies between products and samples or photos; indentations from loads including high heels, spiked shoes, rolling loads, furniture not using floor protectors; discoloration; inappropriate end-user actions; fire or flood damage; scratches and dirt accumulation requiring maintenance.

This statement is the complete and exclusive warranty, superseding all other warranties, express and/or implied. Aurora Hardwood is not liable for incidental or consequential damages. This warranty grants you specific legal rights, and you may also have other rights that vary from state to state. The sole remedy herein is the repair or replacement of defective products. The manufacturer reserves the right to discontinue or alter any product, and in such case, will replace the defective product with another product of equal or higher value.

Warranty issues must go through the original dealer. Please retain your receipt as proof of purchase.