



## **LIMITED RESIDENTIAL WARRANTY**

Our Luxury Vinyl Plank, Rigid Core Plank, MSPC 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, MSPC 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 Muchsee 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 Muchsee Wood's installation instructions, Muchsee 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, MSPC 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, Muchsee Wood 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 Muchsee's installation instructions, Muchsee Wood 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 Muchsee 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.

<b>Wear Layer Thickness</b>	<b>Residential</b>	<b>Light Commercial</b>
6 mil	20	5
8 mil	20	8
12 mil	25	10
20mil	30	15
22 mil	35	15

## EXCEPTIONS AND LIMITATIONS

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks/tiles, or humidity levels above or below those recommended.
3. 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.
4. Manufacturer makes no guarantee that Muchsee Wood's products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
5. Inherent variations that are consistent with those of a natural product to include pattern, color, and granule size do not indicate defective material.
6. Manufacturer 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. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
7. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, spiked heels, rolling bed frames, office chairs and other rolling equipment, pets etc. is not covered by warranty.
8. Floor covering installed in inappropriate locations, such as a sunroom, is excluded from this warranty.
9. Exposure to UV light and sunlight will cause discoloration to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.
10. Warranty will be voided if product is removed from the site of original installation
11. 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.
12. Warranty will be voided if installation instructions are not followed when laying this product. Please see installation instructions on our website downloads @ [www.createflooring.com](http://www.createflooring.com) or call customer service @ 877-425-9961 to obtain a copy of the instructions specific to your flooring.

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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. Sub-floor irregularities can cause premature wear on the wear layer and will void the warranty.
4. Dissatisfaction or damage due to improper installation or installation contrary to Muchsee's recommendations will void the warranty. Installation instructions are included in each carton of material.
5. Labor on material installed with obvious defects is not covered by these warranties.
6. Labor costs on repair or replacement of material which was not originally professionally installed are not covered by this warranty.
7. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty.
8. Using non-recommended floor care products may damage the floor and void the warranty.
9. 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 Muchsee product line are not warranted.

1. The floor must be installed properly and according to Muchsee Wood's installation instructions. Proper installation includes, but is not limited to the following:
  - a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
  - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, or a pin/probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs 1000 sq. ft. in a 24 hour period. A minimum of 6mil moisture barrier must be used over all concrete substrate installations.
  - c. A polyethylene film vapor barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
  - d. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with Muchsee Wood maintenance instructions.
4. This limited warranty does not apply to water damage of any kind.
5. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being under the floor.
6. This limited warranty does not apply to Muchsee Wood moldings and trims.
7. Installation of flooring that contains any visible manufacturing defect at time of installation is not covered by this limited warranty.

Note: If the Muchsee floor fails to perform as stated in the applicable Limited Warranty, Muchsee 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. Muchsee will also pay for reasonable labor costs per the conditions stated above. Muchsee 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 MUCHSEE WOOD.