

# WARRANTY ADDENDUM

# H<sub>2</sub>O<sup>TM</sup>



  
**CARPET  
ONE**  
FLOOR & HOME®

## THANK YOU FOR PURCHASING YOUR NEW FLOOR FROM CARPET ONE FLOOR & HOME®.

To assist you with any questions you may have about your new floor, we have compiled this addendum to our complete warranty guide. If you have any questions, please refer to your complete Carpet One Floor & Home Warranty Guide, or contact your local Carpet One Floor & Home® retailer.

All products branded as Invincible™ H2O™ will be covered by The Beautiful Guarantee®, Limited Wear, Limited Fade, Stain and Discolor, Limited Rip, Tear, Gouge and Indent, Limited Locking System and Installation warranties in the Carpet One Floor & Home® Floor Care and Warranty Guide and in addition will be covered by the Limited Waterproof, Limited Pet Proof and Limited Light Commercial warranties described here.

All products branded as Tigressá™ H2O™ will be covered by The Beautiful Guarantee®, Limited Wear, Limited Texture Retention, Limited Soil, Limited Stain and Installation warranties in the Carpet One Floor & Home® Floor Care and Warranty Guide and in addition will be covered by the Limited Waterproof and Limited Pet Proof warranties described here.





## Limited Lifetime Waterproof Warranty for Invincible® H2O™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that this luxury vinyl floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the life of the product. Your luxury vinyl floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your luxury vinyl floor will not discolor, deform or damage from moisture and will not be affected by mold, mildew or alkaline (a floor discolored due to mold or mildew growth will be replaced only one time; if the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of luxury vinyl).

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. 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 or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Carpet One Floor & Home® Floor Care & Warranty Guide for details.

Should your Invincible® H2O™ floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Carpet One Floor & Home® Care & Warranty Guide for complete details.

(See General Terms and Conditions for other conditions that apply.)

## Limited Lifetime Pet Proof Warranty For Invincible® H2O™

Your Carpet One Floor & Home® retailer warrants that your Invincible® H2O™ luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the lifetime of your luxury vinyl floor.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). “Lifetime” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Carpet One Floor & Home® Floor Care & Warranty Guide for details.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

Should your Invincible® H2O™ floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Carpet One Floor & Home® Floor Care & Warranty Guide for complete details.

(See General Terms and Conditions for other conditions that apply.)

## 5-Year Limited Light Commercial Warranty

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to your Carpet One Floor & Home® retailer in writing within 5 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for a period of five years from the date of installation. A No Questions Asked materials-only replacement warranty will be in effect for 60 days from the date of installation for any light commercial installation.



## NO QUESTIONS ASKED REPLACEMENT WARRANTY FOR LIGHT COMMERCIAL

If after installation and during the 60 day period of your replacement warranty you wish to change your new luxury vinyl floor for a different Invincible® H2O™ style or color, your Carpet One Floor & Home® retailer will replace it with a different Invincible® H2O™ style or color of equal or lesser value. Should you wish to replace your flooring with an Invincible® H2O™ upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty, and indicate you wish to choose another Invincible® H2O™ floor using the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is also the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

(See General Terms and Conditions for other conditions that apply.)

## EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR LUXURY VINYL FLOORING WARRANTIES



### Additional Terms And Conditions for Invincible® H2O™ Luxury Vinyl Flooring

1. These limited warranties apply only to luxury vinyl installed in owner occupied residential space where no commercial activity takes place.
2. The terms of the warranty begin on the date of installation.
3. These limited warranties apply only to the original purchaser and installation site and are not transferable.
4. These limited warranties exclude luxury vinyl flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire; or other accidents and casualty events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives; pets, narrow or spiked-heel shoes, cleats or boots, insufficient furniture protection, casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, dropping heavy/sharp objects, appliance leaks, damage caused by steam mops, pets; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a luxury vinyl floor in a residence.
5. These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products).
6. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
7. These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.



8. Carpet One Floor & Home®'s sole liability on any claim shall be limited to the repair or replacement of the defective goods or defective installation for the affected area only which are demonstrated to the manufacturer's satisfaction to be defective.
9. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights in your state/province.
10. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
11. Should you feel that your luxury vinyl floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in the full Carpet One Floor & Home® Floor Care & Warranty Guide. NOTE: Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific luxury vinyl floor.
12. These warranties apply only to the original purchaser and installation site and are not transferrable.



## Limited Lifetime Waterproof Warranty for Tigressá® H2O™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that carpet produced with the Tigressá® H2O™ carpet protection system will keep liquid spills above the backing polymer layer. The warranty covers topical moisture. As long as the water does not flow over the edge of the surface (i.e. edge of the room), water will evaporate before passing through the carpet backing to the subfloor.

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 or other conditions that result in water or moisture being under the floor. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See the Carpet One Floor & Home® Floor Care & Warranty Guide for details.

During the first five years of the warranty, there will be no charge for replacement carpet should carpet replacement become necessary under this warranty. Carpet will be replaced under the warranty with the same style of carpet if available, or, if not available, with the style of carpet currently available that most closely approximates the original. After five years, replacement carpet is subject to a usage fee based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase as follows:

### 0-20 YEAR PRO-RATED SCHEDULE - WATERPROOF WARRANTY

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10-20 <sup>th</sup> Year	90% Usage

(See General Terms and Conditions for other conditions that apply.)





## Limited Lifetime Pet Proof Warranty for Tigressá® H2O™

Your Carpet One Floor & Home® retailer warrants that your Tigressá® H2O™ carpet will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for the lifetime of your carpet. Additionally, Tigressá® H2O™ carpet will not retain pet or smoke odors after cleaning.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). Odor resulting from any urine, feces or vomit stains other than from pets is excluded. Wicking may occur requiring the stained area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding, although Tigressá® H2O™'s backing will minimize this condition. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See the Carpet One Floor & Home® Floor Care & Warranty Guide for details.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

During the first five years of the warranty, there will be no charge for replacement carpet should carpet replacement become necessary under this warranty. Carpet will be replaced under the warranty with the same style of carpet if available, or, if not available, with the style of carpet currently available that most closely approximates the original. After five years, replacement carpet is subject to a usage fee based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase as follows:

### 0-20 YEAR PRO-RATED SCHEDULE - PET PROOF

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10-20 <sup>th</sup> Year	90% Usage

(See General Terms and Conditions for other conditions that apply.)

## EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR CARPET WARRANTIES

 <b>PLATINUM</b> SERIES	<b>90</b> DAY <i>Beautiful</i> GUARANTEE	<b>20</b> YEAR wear	<b>20</b> YEAR texture retention	<b>LIFE</b> OF FLOOR soil	<b>LIFE</b> OF FLOOR stain	<b>LIFE</b> OF FLOOR installation
	<small>THE PLATINUM SERIES provides an excellent level of warranty protection, making it a great flooring choice for the active home.</small>					

### Additional Terms And Conditions for Tigressá® H2O™ Carpet

In addition to the requirements previously specified above for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

1. These limited warranties apply only to carpet installed in owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms “commercial activity” and “commercial application” shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling. Area rugs are not covered under this warranty.
2. See fiber manufacturers’ and carpet manufacturers’ separate warranties for the terms and conditions of these warranties. Each fiber manufacturer and carpet manufacturer has its own definitions and limitations with regard to stain, soil, and static resistance. Abnormal matting, crushing, or loss of texture retention from normal foot traffic is defined under the standard rating scales and definitions set forth by each fiber manufacturer or carpet manufacturer, as the case may be.
3. These limited warranties exclude carpet that has been put to abnormal use or conditions, or abused in any way. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; chairs on wheels; and from improper maintenance. “Abuse” is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence.



- 4.** To qualify for repair or replacement, the original sales receipt or other documentation that demonstrates proof of purchase must be supplied.
- 5.** All carpet must be installed over proper cushion that meets the HUD UM 72A, Class 1 standards (USA) or CMHC standards in Canada.
- 6.** These warranties apply only to the original purchaser and installation site and are not transferable.
- 7.** These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.
- 8.** Do not apply stain repellent treatments which contain silicone as they are unnecessary and tend to accelerate soiling of carpets.
- 9.** These warranties apply only if you follow regular carpet care and routine maintenance. Over time, normal foot traffic and soiling of a carpet will cause a change in any carpet's appearance. Most carpets must be professionally cleaned with hot water extraction by an IICRC certified cleaner\*\* at least once every 18 months to maintain warranty coverage. Call your Carpet One Floor & Home® retailer for the name of the nearest certified cleaning professional.
- 10.** CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights in your state/province.
- 11.** If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 12.** The terms of the warranty begin on the date of the installation.

\*\*Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.

