

Interface end-user Product Warranty for SPC Flooring

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Interface warrants its commercially rated rigid core flooring in accordance with the terms stated below for a period of 10 years from date of invoice.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at its option) replacement with comparable product(s), at no extra charge. Liability of Interface is limited to the actual repair or replacement of defective product and does not cover special, indirect, incidental, or consequential damages, including without limitation product removal and installation-related expenses.

Interface will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation. Inspection by an authorized representative may be necessary to verify the manufacturing defect exists, or you may be requested to submit samples of defective materials to Interface. If replacement is needed in accordance with this warranty and the defective material or pattern has not been continued, Interface reserves the right to select and supply similar replacement material. If a manufacturing defect is found, Interface should be notified promptly.

This warranty does not cover scratches, gauges, burns, cuts, indentations or other damage, deterioration, problems, or loss caused by abuse, neglect, misuse, improper maintenance, sporting equipment, flood/excessive moisture, excessive alkalinity, use under damaged castor wheels, or use on stairs not fitted with a commercial grade stair nosing. Interface's liability is limited to repair or replacement as stated herein. Moisture and pH testing are not the responsibility of Interface and all related issues to moisture and pH testing are specifically excluded from this warranty.

This warranty shall be void if products are not handled, installed, and maintained in strict compliance with Interface's recommended procedures and instructions, including without limitation Interface's subfloor moisture and pH requirements and initial floor preparation procedures, all as set out in the Interface Installation Manual in force at time of installation.

To claim under this warranty, you should first contact Interface using the details below. Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in no event later than 90 days from the time the claimed defect was discovered. Following notification, we will attend on site at our expense to determine whether the problem is one which is covered by this warranty. You will need to provide evidence of proof of purchase when we attend on site and must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area should a covered condition exist. No person other than an officer of Interface may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

The benefits given by this warranty are in addition to other rights or remedies you may have by law.

In some circumstances the consumer guarantees under Consumer Law may apply to Interface's supply of products. In such cases, the following applies:

- Our goods come with guarantees that cannot be excluded under Consumer Law.
- You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.
- You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure