



# Commercial Product Warranty

## 20-Year Limited Wear Warranty

International Floors of America, Inc. (IFA) warrants Centiva first quality tiles and floor planks against wear out for a period of 20 years provided the material is properly installed and maintained and used as intended and recommended. Wear out is defined as a complete removal wear layer/pattern/color due to wear from normal traffic and maintenance. If wear out occurs within 20 years of the date of purchase, IFA will repair or provide replacement material.

### THIS WARRANTY DOES NOT INCLUDE THE FOLLOWING:

1. Dissatisfaction due to improper installation, maintenance, or irregularities caused by sub floor irregularities.
2. Reduction in gloss due to use.
3. Damage due to stains, burns, cuts, gouges, scuffs, scratches, indentations and other accidents and/or abuse.
4. Problems or damage due to moisture (including fungus discoloration), alkali or hydrostatic pressure in sub floor (vapor emissions are higher than 5 lbs/1000 sq. ft. within 24 hours tested with a properly performed prepackaged calcium chloride test or higher than 9 pH).
5. Color shade variations from samples or printed illustrations compared to actual production runs.
6. Installation of flooring over particleboard, chip wood, or pressboard.
7. Installation where material was not installed with IFA adhesives in accordance with IFA specification and recommended use.
8. Installation in temperature ranges other than those in accordance with IFA guidelines.

## Manufacturing Defects

International Floors of America, Inc. warrants that its first line quality flooring material is free from manufacturing defects (workmanship and/or material) and will replace defective floor covering and reasonable installation costs for a period of up to one (1) year from the date of purchase. IFA will not pay labor costs to repair or replace materials that were apparent before or at the time of installation. Inspection by an authorized IFA representative may be necessary to verify that a manufacturing defect exists, or you may be requested to submit samples to the technical laboratory for analysis. IFA will repair defective areas for a period of up to one (1) year from the date of purchase. If replacement is required in accordance with this warranty and the defective material or pattern has been discontinued or unavailable, IFA reserves the right to select and supply similar IFA replacement material; otherwise the same material will be supplied for replacement purposes. IFA will also pay reasonable labor costs. If a manufacturing defect is found, IFA should be notified promptly.

## Workmanship

IFA does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor.

This warrant is made solely to the original purchaser of IFA first quality flooring material and is not transferable under any circumstances. This warranty is expressly in lieu of any other expressed warranty. No representative, employee, or agent of IFA, Inc. or any other person is authorized to assume for IFA and additional liability or responsibility in connection with IFA's floorcovering except as described above. Implied warranties or merchantability and fitness for a particular purpose are limited to a period of one (1) year from the date of purchase. In no event shall IFA be liable for indirect, consequential or incidental damages of any kind.

Claims under this limited warranty must be made in written form and addressed to the following:

International Floors of America, Inc.  
1701 Mars Hill Road  
Florence, AL 35630

*International Floors of America, Inc. reserves the right to update the standard procedures and specifications at any time. For commercial and residential maintenance instructions, please refer to the current maintenance program sheets.*