

# Interface Standard LVT Product Warranty Americas

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**Interface®**

### Interface® LVT Warranty

InterfaceFLOR, LLC (Interface) warrants its Luxury Vinyl Tiles (LVT) to the original end-use customer as stated below for a period of 15 years from the date of invoice:

- Interface branded LVT products are warranted against excessive wear, provided the material was installed and maintained properly and used as intended and recommended. For these purposes, "excessive wear" is defined as the complete removal of pattern and/or color due to normal traffic and assuming proper installation and maintenance according to Interface's LVT Installation Guidelines and LVT Maintenance Guidelines; and
- LVT products are warranted against odor from plasticizer hydrolysis caused by moisture and alkalinity in concrete slabs up to the following limits when installed strictly according to Interface's LVT Installation Guidelines:
  - Glue-down installation (required for projects greater than 60 square yards): Concrete slab conditions must be at or below 85% relative humidity (RH), and alkalinity levels up to 9.0 pH. For installation over concrete with up to 95% RH and pH up to 11.0, you may install with the recommended adhesive in conjunction with XL Brands RH95 moisture vapor reduction system. All XL Brands RH95 written requirements for product application, including but not limited to moisture and pH testing protocols, must be met, or the LVT products will not be covered by warranty.
- For projects totaling 60 square yards or less, Interface's TacTiles® connectors may be used instead of glue-down installation. Please refer to Interface's LVT Installation Guidelines for specific instructions and limits for concrete moisture and alkalinity.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at Interface's option) replacement with comparable products(s) at no charge to the customer.

Interface also warrants its LVT products against defects arising out of the manufacturing process to the original end-use customer as stated below:

- If the product is determined to exhibit a manufacturing defect within the first year following the date of invoice, Interface will correct the problem in the affected area either by repair or (at Interface's option) replacement with comparable product(s) at no charge to the customer, as well as pay the reasonable labor costs associated with its repair or replacement (as determined by Interface);
- If the product is determined to exhibit a manufacturing defect in the second year following the date of invoice, Interface will correct the problem in the affected area either by repair or (at Interface's option) replacement with comparable product(s) at no charge to the customer, as well as pay fifty percent (50%) of the reasonable labor costs associated with its repair or replacement (as determined by Interface); and
- If the product is determined to exhibit a manufacturing defect in the third, fourth, or fifth years following the date of invoice, Interface will correct the problem in the affected

area either by repair or (at Interface's option) replacement with comparable product(s) at no charge to the customer, but will not be responsible for any labor costs associated with its repair or replacement. In all cases in which a covered warranty condition is determined by Interface to exist, the customer must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area.

This warranty does not cover cuts, loss of gloss, burns, scratches, indentations, stains or other damage, deterioration, problems, or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, use on stairs, subfloor irregularities, or use with athletic equipment. Moisture and pH testing are not the responsibility of Interface, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty except as expressly set forth herein and in Interface's LVT Installation Guidelines and LVT Maintenance Guidelines. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions.

Interface does not warrant installer's workmanship unless the affected product was installed by Interface affiliate Interface Services Inc. (Interface Services), and then only in accordance with the terms of the Interface Services installation warranty. Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 90 days from the time the claimed defect was discovered.

Warranty claims must be addressed to: Field Services Department, InterfaceFLOR, LLC, 1503 Orchard Hill Rd., LaGrange, Georgia 30240 (USA). Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met. This warranty will be void if its terms are not followed. Interface will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation. 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 WARRANTY, REMEDY AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES AND LIABILITIES, WHETHER EXPRESS OR IMPLIED. INTERFACE MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. NOTE THAT SOME JURISDICTIONS DO NOT PERMIT DISCLAIMERS OF SOME IMPLIED WARRANTIES, SO YOUR RIGHTS MAY BE DIFFERENT THAN STATED HEREIN. INTERFACE WILL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES IN ANY CASE.

[www.interface.com](http://www.interface.com)

**InterfaceFLOR, LLC**  
1503 Orchard Hill Road  
LaGrange, GA 30240  
1.800.336.0225 ext.56511

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Climate change is undeniable. And reversible. Our mission is to prove it. Join the #ClimateTakeBack and help create a climate fit for life.