

floorMuffler®

floorMuffler® FlexLock Limited Lifetime Warranty

All floorMuffler® FlexLock products are guaranteed to be free from manufacturing defects on both material and workmanship. If such a defect is discovered, the customer must notify floorMuffler® either by contracting the installer, distributor, or directly. If found to be defective within three years under normal non-abusive conditions, the sole remedy against the seller will be the replacement or repair of the defective goods, or at the seller's option, credit may be issued not exceeding the selling price of the defective goods. Basic Fit warranty shall not cover dissatisfaction due to improper installation, normal wear or quality of installation expected from the use or environment of installation, damage from improper maintenance or usage, or general misuse, including and without limitation: burns, cuts, tears, scratches, scuffs, damage from rolling loads, damage from cleaning products, slight shade variations or shade variations due to exposure to direct sunlight, or differences in color between samples or photographs and actual flooring.

Excluded from Warranty – Basic Fit warranty does not apply to the following.

1. The exact matching of shade, color, or mottling.
2. Any express or implied promise made by any salesman or representative.
3. Tears, burns, cuts, or damage due to improper installation, improper use, or improper cleaning agents or maintenance methods.
4. Wear from chairs or other furniture without proper floor protectors will void the warranty. Care should be taken to protect the flooring from damage by using good quality protective feet for chairs, tables, and other furniture. Chair mats may be required under chairs with casters/wheels.
5. Labor costs for installation of original or replacement material.
6. Sale of "seconds," "off goods," or other irregular (non-first-quality) flooring materials. With respect to "seconds" or "off goods," such are sold "as is," and floorMuffler® makes no warranties whatsoever, express or implied with respect thereto, including warranties of merchantability or fitness for a particular purpose.
7. Problems caused by moisture, hydrostatic pressure, or alkali in the sub-floor.
8. Problems caused by uses, maintenance, and installation that are contrary to floorMuffler® specifications, recommendations or instructions.
9. Material installed with obvious defects.
10. Damage to flooring products from high heels or spike heels.
11. Damage to flooring products from rubber mats, rubber backed mats, or car tires.
12. Installation of Basic Fit products with adhesives other than those recommended by floorMuffler®.
13. Fading and/or discoloration resulting from heavy sunlight penetration and ultraviolet ray exposure from direct or glass-filtered sunlight.
14. Material that is not installed and maintained as recommended by floorMuffler®.
15. Damage to flooring products from pallet jack and tow-motor traffic.
16. Environments where the product will be exposed to animal fats, vegetable oils, grease, or petroleum based materials. (i.e.: commercial kitchens or auto repair facilities)
17. Premature wear and deterioration from spikes and skate blade exposure.
18. Differences in color between products and photography.
19. Embossing/density deviations between product and samples, photography.

These warranties are in lieu of any other warranty expressed or implied. floorMuffler® shall not be liable for any incidental or consequential damages which may result from a defect. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. These warranties give you specific rights, and you may also have rights which may vary from state to state. To know what your legal rights are in your state, consult your local or state Consumer Affairs Office or your State Attorney General.