

**COVERAGE**

Lonseal, Inc. warrants that its flooring and sundries will be free of manufacturing defects for one (1) year. Further, all Londeck installed in a building exterior installation will not wear through under normal traffic conditions expected for a walking deck for a period of fifteen (15) years. Warranty coverage is from the date of purchase (invoice date).

**CONDITIONS**

This warranty is only valid if Lonseal's products are stored, installed, and maintained following the instructions in the published technical documents. Lonseal reserves the right to revise its technical documents as necessary and without notice. All current technical documents are available at [www.lonseal.com](http://www.lonseal.com).

A manufacturing defect is defined as an issue with the product that would adversely affect its performance.

Only Lonseal branded sundries (e.g. adhesives, seam treatments, tapes, tools, trim, or underlayment) are covered by this warranty.

This warranty only applies to the original purchaser, or the original end user of the installation location, and is non-transferable.

Products installed or used outside of their intended application are not covered by this warranty. Important notes or disclaimers are made throughout the technical documents, which note additional conditions.

**EXCLUSIONS**

Londeck installed in locations other than a building exterior is not covered by this warranty. These types of installations are covered by a separate limited warranty, based on the installation location.

All other Lonseal flooring is not intended for full exterior use and is not covered by any warranty.

The following items are not covered by this warranty and are not associated with any type of manufacturing defect that would occur with Lonseal's products.

1. Color or texture deviations from samples, website images, or printed documents
2. Normal occurrences within the manufacturing process, including, but not limited to, any color, texture, or embossing variations between product lots, or inaccurate pattern match between adjacent products of the same type or roll
3. Non-Lonseal branded products, including any damage, defects, or failures caused by these products
4. Improper storage
5. Improper installation, including, but not limited to, subfloor or substrate preparation, methods not approved or recommended, or products not suitable for use with sheet vinyl flooring
6. Improper maintenance, including, but not limited to, inadequate protective entrance matting, improper or insufficient use of cleaner or finish, methods not approved or recommended, neglect, or use of products not suitable for use with sheet vinyl flooring
7. Staining or discoloration caused by, but not limited to:
  - a. Adhesives
  - b. Chemicals
  - c. Cleaners or finishes
  - d. Direct contact with rubber or synthetic products
  - e. Dyes
  - f. Exposure to high heat sources
  - g. Inks
  - h. Mold or mildew
  - i. Plasticizer migration
  - j. Traffic-borne contaminants
  - k. Sunlight
8. Any damage or product failure as a result of, but not limited to:
  - a. Abrasions, burns, cuts, gouges, mars, punctures scratches, scuffs, or tears
  - b. Building design or construction
  - c. Concrete moisture and related issues
  - d. End user environmental conditions
  - e. Furniture or equipment casters, glides, protectors, rests, or wheels
  - f. Indentations from high static or dynamic rolling loads
  - g. Lack of protection from ongoing work by other trades or individuals
9. Normal wear and tear, including gloss reduction over time
10. Any other wear condition, issue, or situation outside of Lonseal's control

Important notes or disclaimers are made throughout the technical documents, which note additional exclusions.

**FILING A CLAIM**

If you wish to file a warranty claim, and it is still within the warranty period noted above, it must be submitted within five (5) business days of discovering the issue. Failure to notify Lonseal in a timely manner could impact the ability to properly respond and jeopardize your claim. Claims must be submitted in writing to Lonseal's Technical Department at [technical@lonseal.com](mailto:technical@lonseal.com).

The following information must be provided:

1. Primary contact information, including phone and e-mail
2. Your original Lonseal invoice as proof of purchase
3. The nature of your claim and its extent
4. If you are the end user, the name and contact information of the flooring installer

After review of your submission, you will be contacted by a Lonseal representative to gather additional information.

Additional information required for your claim may include, but is not limited to, detailed installation information, photographs, or samples of sufficient quantity to fully exhibit the issue. Do not send any samples without a request from Lonseal's Technical Department. Unsolicited samples will be rejected or discarded without recourse.

Depending on the nature of your claim, and at Lonseal's sole discretion, a site visit may be necessary to further investigate. The site visit may be performed by a Lonseal representative or a certified resilient flooring inspector. Invasive inspections may be necessary during the visit and could be required at multiple locations of your installation. It is your responsibility to arrange for any removal and replacement of materials as part of an invasive inspection and to cover any associated costs. Lonseal will notify you in advance if an invasive inspection will be necessary so you can make arrangements.

If you require replacement product ahead of a resolution, a new order must be submitted, and you will be responsible for all costs, including shipping.

### **CORRECTIVE MEASURES**

Once all necessary information has been fully examined and evaluated, Lonseal will provide a final determination.

If your claim is valid, there are two options: reimbursement or replacement.

For reimbursement, the amount will be based on the actual quantity of affected product.

For replacement, the product provided will be the same type as originally ordered, in a quantity not exceeding the actual quantity of affected product. If the product is no longer available, a product of similar grade will be offered. In addition, reasonable labor costs, for removal and replacement of affected flooring only, will be reimbursed, not to exceed the value of the affected product.

### **LIABILITY LIMITATIONS**

Lonseal is not responsible for any additional, consequential, or incidental costs, whether direct or indirect. Lonseal does not offer any personnel for repair, replacement, installation, removal, or maintenance. If a product is installed with a known or apparent defect, Lonseal will not be responsible for any labor costs to remove and replace the affected material.

This document is the sole warranty for Lonseal products. Any other guarantees or warranties made, whether express, implied, oral, or written are excluded. Any warranties to the merchantability or fitness for a particular purpose are also excluded. No change may be made to this warranty without the signed authorization of Lonseal's president.