



## LIMITED WARRANTY

### AZUL TORTUGA SPC Flooring Products

Manufacturer warrants its AZUL TORTUGA SPC (Stone Polymer Composite) flooring products to be free from manufacturing defects and to perform as described under normal use when installed and maintained according to installation and maintenance instructions. This warranty applies to flooring products purchased from an authorized retailer and installed in accordance with guidelines.

#### 1. WARRANTY COVERAGE PERIOD

- Residential Warranty
  - Manufacturer provides a **Lifetime Limited Residential Warranty** for the original purchaser.
  - For purposes of this warranty, "Lifetime" is defined as the period during which the original purchaser owns and occupies the residence in which the flooring was installed.
  - Coverage includes:
    - Years 1–2: Material and reasonable labor costs if professionally installed
    - After Year 2: Material replacement only for the lifetime of the product
- Commercial Warranty
  - Manufacturer provides a **10 Year Limited Light Commercial Warranty** from the original date of purchase.
  - Coverage includes:
    - Years 1–2: Material and reasonable labor costs if professionally installed
    - Years 3–5: Material replacement only
    - Years 6–10: Prorated material replacement at 75% of original purchase value
  - Commercial installations must be installed according to installation instructions.

#### 2. WHAT IS COVERED

- Manufacturer warrants that the flooring, when properly installed and maintained, will:
  - Be free from manufacturing defects
  - Not wear through\* the decorative design layer under normal residential use
  - Resist staining from common household substances
  - Not rip or tear under normal use
  - Resist permanent indentations from normal residential use
  - Not curl along plank edges
  - Resist discoloration caused by mold, mildew, or alkali present in the subfloor

\*Wear-through is defined as the complete loss of the decorative design layer due to normal use.

#### 3. WATERPROOF PERFORMANCE

- AZUL TORTUGA SPC flooring features a waterproof core.
- When exposed to water, the flooring will not swell, buckle, or lose structural integrity.
- However, this warranty does not cover:
  - Damage to subfloors or surrounding structures
  - Standing water conditions, flooding, plumbing leaks, or other water-related events
  - Moisture issues originating from the subfloor

#### 4. PROFESSIONAL INSTALLATION

- Professional installation is defined as installation performed by a qualified flooring installer experienced in resilient flooring installations.
- Manufacturer does not warrant installer workmanship. Installation-related concerns should be addressed directly with the installer.



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### 5. PRE-INSTALLATION INSPECTION

- The installer and purchaser are responsible for inspecting all flooring prior to installation.
- Flooring installed with visible defects will not be covered under this warranty.

### 6. ENVIRONMENTAL CONDITIONS

- AZUL TORTUGA flooring must be installed in interior, climate-controlled environments.
- Recommended conditions include:
  - Temperature between 60°F and 85°F (15°C–29°C)
  - Relative humidity between 35% and 65%
- Failure to maintain these conditions may affect flooring performance and void warranty coverage.

### 7. SUBFLOOR CONDITIONS

- AZUL TORTUGA flooring must be installed over properly prepared subfloors that meet installation requirements.
- This warranty does not cover damage caused by:
  - Excessive moisture in the subfloor
  - Hydrostatic pressure
  - Alkalinity from concrete slabs
  - Improper subfloor preparation

### 8. WHAT MANUFACTURER WILL DO

- If a manufacturing defect occurs within the warranty period, manufacturer will, at its discretion:
  - Repair the affected area
  - Replace defective flooring with the same or comparable product
  - Refund the original purchase price of the defective material
- Replacement products may vary slightly in color, texture, or design due to normal manufacturing variation.
- Replacement material will be warranted for the remaining portion of the original warranty period.

### 9. WHAT IS NOT COVERED

- This warranty does not cover damage resulting from:
  - Fire, flooding, or prolonged standing water
  - Improper installation or failure to follow installation instructions
  - Abuse, neglect, accidents, or misuse
  - Normal wear and tear, including minor scratches or gloss reduction
  - Heavy rolling loads or concentrated point loads
  - Damage caused by office chairs, castor wheels, rolling loads, or furniture without proper floor protection
  - Improper furniture protection
  - Sharp objects, spiked heels, or abrasive maintenance tools
  - Flooring installed outdoors or in non-climate-controlled environments
  - Mold or mildew caused by excessive moisture conditions
  - Improper maintenance or use of harsh cleaning chemicals
- This warranty does not apply to flooring sold "as is", irregular products, or products sold without warranty.

### 10. COLOR AND SHADE VARIATION

- Variations in color, gloss, texture, or pattern between samples, printed materials, and installed flooring are normal characteristics of flooring products and are not considered manufacturing defects.



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### 11. WARRANTY CLAIM PROCESS

- If you believe a defect covered by this warranty exists:
  - a. Contact the retailer where the flooring was purchased.
  - b. Provide proof of purchase and product identification.
  - c. Manufacturer may inspect the flooring to determine the validity of the claim.
- Claims must be reported within 30 days of discovery of the issue.
- Manufacturer reserves the right to inspect the installation prior to authorizing repairs or replacement.

### 12. PROOF OF PURCHASE

- Proof of purchase must be provided to initiate a warranty claim.
- Acceptable documentation includes:
  - Original sales receipt
  - Product identification or carton label

### 13. WARRANTY OWNER

- This warranty applies only to the original purchaser and is non-transferable.

### 14. LIMITATION OF LIABILITY

- Manufacturer's liability under this warranty is limited to the repair, replacement, or refund of defective material as described above.
- Manufacturer shall not be liable for:
  - Indirect damages
  - Incidental damages
  - Consequential damages
  - Loss of business or profits
- Some jurisdictions do not allow certain exclusions or limitations, so these limitations may not apply in all locations.

### 15. LEGAL RIGHTS

- This warranty provides specific legal rights. Additional rights may vary depending on jurisdiction.