

ScratchMaster™ Lifetime Residential Wear and Waterproof Warranty

Applies to all ScratchMaster™ Everwood (547 xxx)

ScratchMaster™ warrants that this product:

- will not wear through, where “wear through” means the complete loss of wear layer so that the printed pattern changes over a minimum of 3% of the total installation.
- will not be damaged by normal residential household moisture on the surface of the floor (this warranty applies only to ScratchMaster™ product; no representation is made about the effect of excessive or prolonged moisture on subfloors).
- will be free from manufacturing defects.
- this warranty is subject to the remedies, conditions and limitations listed below.

ScratchMaster™ 10 Year Residential Scratch Resistance Warranty

Applies to all ScratchMaster™ Everwood (547 xxx)

ScratchMaster™ warrants that this product:

- Is highly scratch resistant, defined as a test result of 10N or better when tested according to ASTM D7027 (Hoffman) Evaluation of Scratch Resistance using a Scratch Machine. If your ScratchMaster™ floor tests below this level, ScratchMaster™ will replace your floor subject to the remedies, conditions and limitations listed below.

ScratchMaster™ 10 Year Residential Pet Scratch Warranty

Applies to all ScratchMaster™ Everwood (547 xxx)

ScratchMaster™ warrants that:

- That dogs or cats will not cause deep scratches in this floor, defined as scratches that go through the clear wear layer to the design layer. Fine scratches limited to the clear protective layer of the floor are considered normal wear and tear. If dogs or cats cause deep scratches that go through the clear wear layer to the design layer, ScratchMaster™ will replace the affected area of your ScratchMaster™ floor subject to the remedies, conditions and limitations listed below (maximum one replacement).”

ScratchMaster™ 10 Year Residential Stain Resistance Warranty

Applies to all ScratchMaster™ Everwood (547 xxx)

ScratchMaster™ warrants that this product:

- Will resist permanent stains from products typically found in homes, including most permanent markers, provided that the floor is properly installed and maintained in accordance with ScratchMaster™ recommendations (visit www.scratchmaster.info for complete Installation Instructions and Care and Maintenance Recommendations). A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Grey Scale of Evaluating Staining (1.0 = more change; 5.0 = less change).

ScratchMaster™ Everwood Warranties

- This warranty excludes willful damage including burns, as well as any damage or discoloration caused by harsh substances (i.e drain cleaner, bleach, battery acid etc.) that may degrade or destroy the flooring.
- Discolorations caused by asphalt and bitumen type products, or from inappropriate rubber mats and excluded from warranty coverage.
- This warranty is not a cleaning contract. The consumer must perform proper cleaning and maintenance regularly and as needed. In order to make a claim under this warranty, the owner must have attempted to remove the stain within three (3) working days after occurrence of the spill.
- this warranty is subject to the remedies, conditions and limitations listed below.

The following remedies are available to you if the floor fails to perform according to these warranties:

- During the first year following installation, ScratchMaster™ will at its option (i) repair the floor to conform to the warranty or (ii) replace without charge the affected area with another floor of equal value and quality. If the floor was professionally installed by a flooring contractor, ScratchMaster™ will also pay reasonable replacement labor costs.
- During the second year, ScratchMaster™ will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for 90% of the original purchase price for materials and 50% of reasonable replacements labor if the floor was professionally installed by a flooring contractor.
- After the second year, ScratchMaster™ will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for material only (no labor) based on the following schedule:
 - During the third year 80% credit
 - During the fourth year: 70% credit
 - During the fifth year: 60% credit
 - During the sixth year: 50% credit
 - During the seventh year: 40% credit
 - During the eighth year: 30% credit
 - During the ninth year: 20% credit
 - After the ninth year: 10% credit

Conditions and Limitations

- The product must be properly installed according to ScratchMaster™ installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited to improper adhesives, inadequate subfloor, and improper subfloor preparation. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. Visit www.scratchmaster.com to view full installation instructions for these products.
- ScratchMaster™ is not to be installed in areas that experience temperature extremes greater than 150°F(65°C) or beyond -40°F (-40°C).
- Excessive subfloor cracking and movement can cause the floor to crack. ScratchMaster™ cannot be responsible for damage from an unstable or deteriorating subfloor.
- Applies only to material sold as first quality.
- Does not cover loss of gloss or dulling of the surface.
- Gouges are not covered by these warranties.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads are not covered by these warranties.
- Discoloration from heat, light, mold or alkali are not covered by these warranties.

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- Problems resulting from excessive moisture in the subfloor are not covered by these warranties.
- ScratchMaster™ will not pay labor to replace material installed with visible defects that could be seen prior to installation.
- These warranties do not cover the cost of moving furniture, appliances or computers, or other site preparation required for the replacement.
- A difference in color of the floor compared to the sample or photograph are not covered by these warranties. Subtle differences in texture compared to the sample are not covered by these warranties. Production lots will vary, and these differences are not considered manufacturing defects.
- These warranties apply only to the initial owner and are non-transferable. These warranties provide a maximum of one replacement floor. These warranties cover only normal household conditions commonly associated with daily household use.
- These warranties do not cover mouldings and trims.
- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by these warranties.

How to File a Claim

If you think that there is a defect in your ScratchMaster™ flooring that is covered by these warranties, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the ScratchMaster™ invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim. Claims filed against the Scratch Resistance warranty must also include and a minimum 8" x 7" uninstalled sample of your flooring for testing in accordance with ASTM D7027.

ScratchMaster™ 30 Year Commercial Warranty

Applies to all ScratchMaster™ Everwood (547 xxx)

ScratchMaster™ warrants that this product:

- will not wear through, where “wear through” means the complete loss of wear layer so that the printed pattern changes over a minimum of 3% of the total installation.
- will be free from manufacturing defects.

The following remedies are available to you if the floor fails to perform according to the warranty:

- During the first year following installation, ScratchMaster™ will at its option (i) repair the floor to conform to the warranty or (ii) replace without charge the affected area with another floor of equal value and quality. If the floor was professionally installed by a flooring contractor, ScratchMaster™ will also pay reasonable replacement labor costs.
- After the first year, ScratchMaster™ will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for material only (no labor) based on the following schedule:
 - During the second year: 90% credit
 - During the third year: 80% credit
 - During the fourth year: 70% credit
 - During the fifth year: 60% credit
 - During the sixth year: 50% credit
 - During the seventh year: 40% credit
 - During the eighth year: 30% credit
 - During the ninth year: 20% credit
 - After the ninth year: 10% credit

Conditions and Limitations

- The product must be properly installed according to ScratchMaster™ installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited to improper adhesives, inadequate subfloor, and improper subfloor preparation. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. Visit www.scratchmaster.com to view full installation instructions for this product.
- ScratchMaster™ is not to be installed in areas that experience temperature extremes greater than 150°F(65°C) or beyond -40°F (-40°C).
- Excessive subfloor cracking and movement can cause the floor to crack. ScratchMaster™ cannot be responsible for damage from an unstable or deteriorating subfloor.
- Applies only to material sold as first quality.
- Does not cover loss of gloss or dulling of the surface.
- Gouges are not covered by these warranties.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads is not covered by the warranty.
- Discoloration from heat, light, mold or alkali are not covered by the warranty.
- Problems resulting from excessive moisture in the subfloor are not covered by this warranty.
- ScratchMaster™ will not pay labor to replace material installed with visible defects that could be seen prior to installation.

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- This warranty does not cover the cost of moving furniture, appliances or computers, or other site preparation required for a replacement.
- A difference in color of the floor compared to the sample or photograph are not covered by this warranty. Subtle differences in texture compared to the sample are not covered by this warranty. Production lots will vary, and these differences are not considered manufacturing defects.
- The warranty applies only to the initial owner and is non-transferable. The warranty provides a maximum of one replacement floor.
- This warranty does not cover mouldings and trims.
- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by this warranty.

How to File a Claim

If you think that there is a defect in your ScratchMaster™ flooring that is covered by this warranty, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the ScratchMaster™ invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim.