

## 10 YEAR COMMERCIAL LIMITED WARRANTY

OfficeSmart Nature Series LVT

### Resilient -10 Year Commercial Limited Warranty

The following is the Ten Year Commercial Limited Warranty issued by Julie Industries, Inc (“Julie”) for our resilient products listed above when used in commercial applications.

This Ten Year Commercial Limited Warranty begins when the resilient is purchased. The resilient must be installed in accordance with Julie Industries installation guidelines, specifications, and installed in the proper fit for use environment. The resilient must be maintained in accordance with Julie Industries maintenance (resilient care) recommendations and such maintenance (resilient care) continues throughout the duration of the original installation.

This Ten Year Limited Warranty is further limited to the period of time the resilient is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Julie Industries invoice.

Installation guidelines, specifications along with resilient care recommendations can be obtained from: Sales support at 800-225-6052 or at [www.staticsmart.com](http://www.staticsmart.com).

#### What the Warranty Covers

**Manufacturing Defects** Julie warrants that the resilient product will be free from manufacturing defects during the period of this warranty.

**Wear** Julie warrants, during the period of the warranty, wear due to normal foot traffic will not change the visual of the product.

#### What If You Need Warranty Service?

You (the original purchaser) should notify us and submit in writing, the following:

1. A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

Email to [claims@julieind.com](mailto:claims@julieind.com) and we will designate a representative to inspect the product in question and evaluate the warranty claim.

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#### What Will Julie Do?

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Julie may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. Julie will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the OfficeSmart Nature Series LVT will be at the consumer's expense.

#### What Conditions Apply?

This warranty does not cover the following:

- Damage caused by improper installation and/or maintenance
- Differences in color between products and samples or photographs
- Problems arising from excessive moisture, alkali or water pressure from the sub floor
- Indentation from improper loading including heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors
- Discoloration, including but not limited to U.V. light and heat sources
- Surface scratches, changes in shading, texture and/or gloss during use.
- Damage caused by chemically reactive material, dye, mold, stains, spillage, bums, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.

Any moisture related testing (i.e. calcium chloride, relative humidity and pH) is not the responsibility of Julie Industries and all issues related to moisture, including any resilient related issues, are excluded from this warranty.

**NOTE:** Relative Humidity results per ASTM F-2170 of 90% or less. PH of concrete sub-floor must be between 7&10.

**NOTE:** Chair mats are recommended to inhibit premature wear of the surface of the LVT. If necessary, replacement LVT will come only from current running line products comparable to the warranted product.

**NOTE:** The warranty is not transferable. It extends only to the original retail purchaser. Julie does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Julie shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.