



Warranty

Limited Lifetime Residential Warranty

Finzzi Surfaces warrants that this product:

- 1- 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.
- 2- Will not be damaged by normal residential household moisture on the surface of the floor.
- 3- Will be free from manufacturing defects.

This limited lifetime warranty is subject to the following conditions:

- 1- The floor must be installed properly following Finzzi Surfaces installation guidelines.
- 2- The floor must be maintained in accordance with Finzzi Surfaces maintenance guidelines.
- 3- The floor must be installed only in interior applications in climate-controlled areas.
- 4- The material must be checked carefully for defects before and during installation and under sufficient lighting. Once installed, the floor is considered as non-defective. Products with visible defects should not be installed under any circumstance.

This limited lifetime warranty is subject to the following exclusions:

- The warranty is not transferable.
- Only 1st quality goods. 2nds or “off-goods” do not qualify.
- Open joints of 0.2mm or less are not considered a defect under warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating “pinch points” are expressly not covered by the warranty.
- Conditions or defects caused by the use of improper adhesives, inadequate sub-flooring, or improper subfloor preparation are not covered by the warranty.
- Finzzi flooring that has been subject to abnormal use or conditions, or subject to abuse in any way will not be covered. If Finzzi products are not acclimated to intended occupied room temperature (at least 55-85° F or 12-30°C) for no less than 48 hours prior to installation, and at least 72 hours in exceptionally warm or cold climates. If the temperature of the intended occupied room (at least 55-85° F or 12-30°C) is not continuously maintained post-installation, the resulting product defect will not be covered by the warranty.

“Abnormal use or conditions” includes, but is not limited to, damage from plumbing/appliance leaks, storm or flood, damage from smoke, fire, or other casualty events, damage caused by negligence or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the typical and expected uses of Finzzi products in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or other furniture with castors must be fitted with soft rubber wheels and have an adequate protective mat or protective castor cups.

- The warranty excludes water damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements, or anything not related to the Finzzi flooring. Any damage resulting from mold and mildew growth is not covered by the warranty.

- Any staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.
- This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water under the floor.
- Not covered under this warranty are conditions caused by improper use or maintenance such as:
 - 1- Lack of gloss or increasing dullness due to lack of maintenance or improper maintenance.
 - 2- Damage due to adhesive tape, scuffs, scratches, dents, and cuts.
 - 3- Damages or discoloration from carpet dyes, fertilizers, or other chemicals.
 - 4- Staining from the use of mats not labeled non-staining.
 - 5- Damage caused by burns, flooding, fires, and other accidents.
 - 6- Damage caused by abuse (i.e., dragging heavy or sharp objects across the floor without proper protection).
 - 7- Damage caused by castor wheels or vacuum cleaner beater bars.
 - 8- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter as the object and rest on the floor.
 - 9- Pet damage, such as chewing, digging, clawing, etc.

- Discoloration from heat or sunlight is not covered under warranty.
- Variations of color, shade, or texture of the product purchased from those shown in samples, photographs, or literature are not covered by this warranty.
- Any liability for loss of profits or any other indirect, special, or consequential damage is excluded under warranty.

All claims should be filed with selling retailer or distributor and accompanied by proof of purchase along with proof of proper installation and product maintenance. The following remedies are available to you if the floor fails to perform according to the warranty:

- 1- During the first year following installation, Finzzi Surfaces 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 originally, Finzzi Surfaces will also pay reasonable labor costs.
- 2- During the second year, Finzzi Surfaces 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 90% of the original labor charges.
- 3- During the third year, Finzzi Surfaces will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for 80% of the original purchase price for materials and 80% of the original purchase price for materials and 80% of the original labor charges.
- 4- After the third year, Finzzi Surfaces 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 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.



Warranty

10-Years Limited Commercial Warranty

The vinyl layer of the Finzzi product is warranted by Finzzi Surfaces not to wear through under normal and reasonable commercial use for a period of 10 years from the date of purchase. Wear-through means the complete loss of wear layer so that the printed pattern changes over a minimum of 3% of the total installation. This commercial warranty covers only those products deemed acceptable in light and medium commercial installations such as the following:

- **Hotels:** Guest Rooms, Conference/Meeting Rooms, Lobby Areas (walk-off mats required).
- **Institutional:** Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residential Halls, Hallways.
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required).
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms.
- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walk-off mats required).

The ten-year limited Commercial Warranty is made subject to the following conditions:

- 1- The vinyl wear layer is a minimum of 20 mil thickness.
- 2- The floor must be installed correctly and following Finzzi Surfaces installation guidelines.
- 3- If glue down installation is used, use only glue warranted by the glue manufacturer as acceptable for the installation being completed. Using incorrect glue will void this warranty. The glue-down method must be used if the flooring is exposed to temperatures above 140 degrees F or below 32 degrees F.
- 4- The flooring must be used only indoors in a climate-controlled area.
- 5- The flooring must be maintained in accordance with Finzzi Surfaces maintenance guidelines.
- 6- The flooring must be checked carefully for defects before and during installation and under sufficient lighting. Once installed, the floor will be considered as non-defective. Products with visible defects should not be installed under any circumstances.

The ten-year limited Commercial Warranty is subject to the following exclusions:

- The warranty is not transferable and applies only to the original purchaser.
- Only 1st quality goods. 2nds or “off-goods” do not qualify.
- Open joints of 0.2mm or less are not considered a defect under warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating “pinch points” are expressly not covered by this warranty.
- Conditions or defects caused by the use of improper adhesives, inadequate sub-flooring, or improper subfloor preparation are not covered by the warranty.
- Finzzi flooring that has been subject to abnormal use or conditions, or subject to abuse in any way will not be covered. If Finzzi products are not acclimated to intended occupied room temperature (at least 55-85° F or 12-30°C) for no less than 48 hours prior to installation, and at least 72 hours in exceptionally warm or cold climates. If the temperature of the intended occupied room (at least 55-85° F or 12-30°C) is not continuously maintained post-installation, the resulting product defect will not be covered by the warranty.

“Abnormal use or conditions” includes, but is not limited to, damage from plumbing/appliance leaks, storm or flood, damage from smoke, fire, burns, or other casualty events, damage caused by negligence or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the typical and expected uses of Finzzi products in a commercial environment. These include, but are not limited to, cracking, warping, soiling, fading, denting, and punctures caused by items such as roller skates, golf shoes, or pets. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or other furniture with castors must be fitted with soft rubber wheels and have an adequate protective mat or protective castor cups.

- The warranty excludes water damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements, or anything not related to the Finzzi flooring. Any damage resulting from mold and mildew growth is not covered by the warranty.
- Any staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.
- This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water under the floor.
- Not covered under this warranty are conditions caused by improper use or maintenance such as:
 - 1- Gloss reduction, dullness, or surface scratches are not considered surface wear.
 - 2- Damage due to adhesive tape, scuffs, scratches, dents, and cuts.
 - 3- Damages or discoloration from carpet dyes, fertilizers, or other chemicals.
 - 4- Staining from the use of mats not labeled non-staining.
 - 5- Damage caused by burns, flooding, fires, and other accidents.
 - 6- Damage caused by abuse (i.e., dragging heavy or sharp objects across the floor without proper protection).
 - 7- Damage caused by castor wheels or vacuum cleaner beater bars.
 - 8- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter as the object and rest on the floor.
 - 9- Pet damage, such as chewing, digging, clawing, etc.
- Discoloration from heat or sunlight is not covered under warranty.
- Variations of color, shade, or texture of the product purchased from those shown in samples, photographs, or literature are not covered by this warranty.
- Any liability for loss of profits or any other indirect, special, or consequential damage is excluded under warranty.
- The manufacturer cannot guarantee that Finzzi product selected will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

All claims should be filed with selling retailer or distributor and accompanied by proof of purchase along with proof of proper installation and product maintenance. The following remedies are available to you if the floor fails to perform according to the warranty:

- 1- During the first year following installation, Finzzi Surfaces 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 originally, Finzzi Surfaces will also pay reasonable labor costs.
- 2- During the second and third years, Finzzi Surfaces will, at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for the original purchase price of the flooring. Finzzi will also pay 50% of reasonable labor charges.
- 3- During the fourth - tenth years, Finzzi Surfaces will, at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for 50% of the original purchase price of the flooring. No labor charges will be paid.



Warranty

6-Years Commercial Warranty 12mil series

The vinyl layer of the Finzzi product is warranted by Finzzi Surfaces not to wear through under normal and reasonable light to medium commercial use for a period of 6 years from the date of purchase. Wear-through means the complete loss of wear layer so that the printed pattern changes over a minimum of 3% of the total installation. This commercial warranty covers only those products deemed acceptable in light and medium commercial installations such as the following:

- **Hotels:** Guest Rooms, Conference/Meeting Rooms, Lobby Areas (walk-off mats required).
- **Institutional:** Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residential Halls, Hallways.
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required).
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms.
- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walk-off mats required).

The six-year limited light to medium Commercial Warranty is made subject to the following conditions:

- The vinyl wear layer is a minimum of 12 mil thickness.
- The floor must be installed correctly and following Finzzi Surfaces installation guidelines.
- The flooring must be used only indoors in a climate-controlled area.
- The flooring must be maintained in accordance with Finzzi Surfaces maintenance guidelines.
- The flooring must be checked carefully for defects before and during installation under sufficient lighting.

Once installed, the floor will be considered as non-defective. Products with visible defects should not be installed under any circumstances.

The six-year limited light to medium Commercial Warranty is subject to the following exclusions:

- The warranty is not transferable and applies only to the original purchaser.
- Only 1st quality goods. 2nds or “off-goods” do not qualify. Open joints of 0.008” or less are not considered a defect under warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating “pinch points” are expressly not covered by this warranty.
- Conditions or defects caused by the use of improper adhesives, inadequate sub-flooring, or improper subfloor preparation are not covered by the warranty.
- Finzzi flooring that has been subject to abnormal use or conditions, or subject to abuse in any way will not be covered. If Finzzi products are not acclimated to intended occupied room temperature (at least 55-85° F or 12-30°C) for no less than 48 hours prior to installation, and at least 72 hours in exceptionally warm or cold climates. If the temperature of the intended occupied room (at least 55-85° F or 12-30°C) is not continuously maintained post-installation, the resulting product defect will not be covered by the warranty.

“Abnormal use or conditions” includes, but is not limited to, damage from plumbing/appliance leaks, storm or flood, damage from smoke, fire, burns, or other casualty events, damage caused by negligence or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the typical and expected uses of Finzzi products in a commercial environment. These include, but are not limited to, cracking, warping, soiling, fading, denting, and punctures caused by items such as roller skates, golf shoes, or pets. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or other furniture with castors must be fitted with soft rubber wheels and have an adequate protective mat or protective castor cups.

• The warranty excludes water damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements, or anything not related to the Finzzi flooring. Any damage resulting from mold and mildew growth is not covered by the warranty.

• Any staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.

• This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water under the floor.

• Not covered under this warranty are conditions caused by improper use or maintenance such as:

- Gloss reduction, dullness, or surface scratches are not considered surface wear.
- Damage due to adhesive tape, scuffs, scratches, dents, and cuts.
- Damages or discoloration from carpet dyes, fertilizers, or other chemicals.
- Staining from the use of mats not labeled non-staining.
- Damage caused by burns, flooding, fires, and other accidents.
- Damage caused by abuse (i.e., dragging heavy or sharp objects across the floor without proper protection).
- Damage caused by castor wheels or vacuum cleaner beater bars.
- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter as the object and rest on the floor.
- Pet damage, such as chewing, digging, clawing, etc.

• Discoloration from heat or sunlight is not covered under warranty.

• Variations of color, shade, or texture of the product purchased from those shown in samples, photographs, or literature are not covered by this warranty.

• Any liability for loss of profits or any other indirect, special, or consequential damage is excluded under warranty.

The manufacturer cannot guarantee that Finzzi product selected will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

All claims should be filed with selling retailer or distributor and accompanied by proof of purchase along with proof of proper installation and product maintenance. The following remedies are available to you if the floor fails to perform according to the warranty:

- During the first year following installation, Finzzi Surfaces 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 originally, Finzzi Surfaces will also pay reasonable labor costs.
- During the second and third years, Finzzi Surfaces will, at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for the original purchase price of the flooring, Finzzi will also pay 50% of reasonable labor charges.
- During the fourth – sixth years, Finzzi Surfaces will, at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for 50% of the original purchase price of the flooring. No labor charges will be paid.