



RIGID PRO MAX WARRANTY INFORMATION SHEET

LIMITED LIFETIME RESIDENTIAL WARRANTY:

TP Brands Worldwide, Inc provides a Limited Lifetime Warranty for residential installations, when installed in accordance with the published Rigid Pro Max Flooring installation instructions. This warranty provides that the flooring purchased will be free of manufacturing defects. This applies to new, first quality product only. TP Brands Worldwide, Inc warrants that there will be no wear-through of the wear layer. Wear Through is defined as surface that has been worn to such an extent as to expose and damage the core material. This "wear through" must be present in over 5% of the total installation. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. TP Brands Worldwide, Inc. reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim. This warranty is non-transferable and valid to the original purchaser only.

LIMITED RESIDENTIAL WEAR LAYER WARRANTY DOES NOT COVER:

1. Damages due to adhesives or tape, pets, lack of proper furniture pads or any intentional misuse of the product.
2. Scratches, gouges, scuffs, punctures, cuts, accidental indentations, and burns caused by abuse and excessive wear and tear. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Dull finish can be corrected with spot or overall recoating care systems.
3. Defects caused by extended exposure to UV light and/or direct sunlight. Please see installation instructions for proper protective measures.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by TP Brands Worldwide, Inc.
5. Floor covering installed in inappropriate locations including but not limited to the outdoors is excluded from this warranty.
6. Any damages to other areas or components of the structure.
7. If rubber-based rug pads are used on top of the Rigid Pro Max Flooring, which potentially can cause discoloration to the flooring will not be covered by this warranty.

15 YEAR EXCLUSIVE LIGHT COMMERCIAL WEAR LAYER WARRANTY:

TP Brands Worldwide, Inc. provides a 15-year Limited Warranty for Light Commercial Installations, when installed in accordance with the published Rigid Pro Max Flooring installation instructions. This warranty provides that the flooring purchased will be free of manufacturing defects. This applies to new, first quality product only. TP Brands Worldwide, Inc. warrants that there will be no wear-through of the wear layer. Wear Through is defined as surface that has been worn to such an extent as to expose and damage the core material. This "wear through" must be present in over 5% of the total installation. Products that were determined to be defective or damaged resulting from improper installation would not constitute a valid claim under this Limited Warranty. TP Brands Worldwide reserves the right to inspect any claim and request photographs and/or samples prior to approving such claim. This warranty is non-transferable valid to original purchaser only.

prior to approving such claim. This warranty applies to product installed in the following commercial applications.

- Hotels: Conference & Meeting rooms, Guest rooms and Lobby.
- Retail Shops: Boutiques, Showrooms (Automobile Showrooms excluded) Hair Salons, Display Areas and Entryways. The use of non-rubber walkway mats is required.
- Offices: Meeting and Conference rooms, Offices, Break rooms and other meeting areas.
- Educational: Classrooms, Common Areas, and Residence Halls.

15 -YEAR EXCLUSIVE LIGHT COMMERCIAL LIMITED WARRANTY DOES NOT COVER:

1. Damages due to adhesives or tape, pets, lack of proper furniture pads or any intentional misuse of the product.
2. Everyday wear and tear including scratches, gouges, scuffs, punctures, cuts, or accidental indentations, burns, Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
3. Defects caused by extended exposure to UV light and/or direct sunlight
4. Noncompliance with installation instructions and maintenance guidelines as recommended by TP Brands.
5. Floor covering installed in inappropriate locations is excluded from this warranty.
6. Any damages to other areas or components of the structure.
7. If rubber-based rug pads are used on top of the Rigid Pro Max Flooring, which potentially can cause discoloration to the flooring will not be covered by this warranty.

LIFETIME LIMITED WATERPROOF WARRANTY

The floor plank or tile is warranted to be 100% waterproof and the integrity of the floor plank will not be significantly reduced by exposure to water for the life of the product. If the floor plank, as a result of exposure to water, is determined to be significantly diminished, TP Brands Worldwide, Inc. will arrange a pro-rated credit based on the terms outlined below. As moisture may accumulate in any structure or on the

surfaces of many building materials, mold and mildew growth may occur. This product will not act as, nor is it represented to be, a water barrier for the subfloor or any other component of the structure. Damage from mold and mildew is expressly excluded from any part of this warranty. This warranty is NOT transferable by the original purchaser of the floor.

LIFETIME LIMITED WATERPROOF WARRANTY DOES NOT COVER:

1. Any other component or structural aspect of the installation site. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.
4. Any water damage other than damage which diminishes the integrity of the floor plank itself.

TERM OF LIMITED WARRANTIES

ALL CLAIMS MUST BE SUBMITTED IN WRITING AND APPROVED BY TP BRANDS.

WITHIN 1 YEAR:

If product is found to be defective, TP Brands Worldwide, Inc. will supply replacement products of the same or similar style, size, color, grade and gauge for the area determined to be defective. TP Brands Worldwide, Inc. will pay reasonable labor cost if it was professionally installed or will repair the defect. Prior to any action being taken, TP Brands Worldwide, Inc. must approve in writing, the cost of labor by a professional installer. TP Brands Worldwide, Inc. will pay 100% of reasonable and approved labor claims within the first year.

YEARS 2 - 5:

Between Year One - Five: Claims on defects of this product, as covered by this warranty, that are reported in writing after YEAR 1, but within 5 years of purchase, TP Brands Worldwide, Inc. will arrange a credit based on the original purchase of the product or replace the product.

YEARS 5 -10:

Between Year Five - Ten: Claims on defects of this product, as covered by this warranty, that are reported in writing after five Years, but within ten years of purchase, TP Brands Worldwide, Inc. will provide a credit based on the original purchase of the product or replace the product.

AFTER 10 YEARS:

Claims that are reported in writing after ten years after purchase date TP Brands Worldwide, Inc. will provide the sufficient replacement amount of the product to repair the defective area of floor or at it's option a credit equal to the value of the original purchase price.

EXCLUSIONS TO LIMITED WARRANTY

- Wear from chairs or other furniture without proper floor protectors will void the warranty.
- Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence,
- Spike heeled shoes, pebbles, sand, pets' claws, or other abrasives are not covered by this warranty.
- Sub-floor irregularities can cause premature wear on the Rigid Pro Max Flooring plank wear layer and will void the warranty.
- Dissatisfaction due to improper installation or installation contrary to recommendations is not covered by this warranty.
- Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are NOT covered by this warranty.
- Using non-recommended floor care products may damage the floor and void the warranty. (e.g. Vinegar or vinegar-based cleaners).
- Purchase of "seconds", "remnants", "mill trials" or other "irregular" (non-first quality) flooring material, or material not part of, or available from TP Brands Worldwide, Inc are not warranted.
- The warranty only applies to new installs. This warranty does not apply to any re-install of product.
- Dissatisfaction or damages caused by improper installation or maintenance.
- Damage resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentation, improper or insufficient maintenance, use of steam cleaners, beater bar vacuums, lack of proper floor protectors and damages caused by pets. Discoloration due to solvent based polishes; cleaners or use of rubber-backed mats will not be covered. Reduction of products gloss is not covered. Fading, Expansion or shrinkage of flooring that is exposed to direct sunlight for extended periods of time will not be covered.

This limited warranty is made solely to the original purchaser of TP Brands Worldwide, Inc. Rigid Pro Max Flooring products and is NOT transferable under any circumstances. Limited Warranty period begins on date of purchase. This Limited Warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of TP Brands Worldwide, Inc. or any other person, is authorized to assume for TP Brands Worldwide, Inc. any additional liability or responsibility in connection with TP Brands products. Rigid Pro Max Flooring is manufactured by TP Brands Worldwide, Inc for Trinity Hardwoods, under their "Texas Traditions" Brand.

IF AFTER READING THROUGH THE ENTIRE WARRANTY SHEET AND YOUR CLAIM IS COVERED UNDER TP BRANDS WORLDWIDE INC.'S LIMITED WARRANTY STIPULATIONS, THE ORIGINAL PURCHASER CAN THEN REACH OUT TO THEIR PURCHASE LOCATION FOR HOW TO FILE A CLAIM. IF NEED BE AN INSPECTOR WILL BE SCHEDULED TO ANALIZE DAMAGE AND DETERMINE ISSUES.