

25 YEAR RESIDENTIAL LIMITED WARRANTY, 5 YEAR LIMITED LIGHT COMMERCIAL WARRANTY

What the Rhino LVP/LVT Flooring 25 Year Limited Residential Warranty Covers:

Rhino warrants that from the date of original purchase this LVP/LVT floor:

- Will be free of manufacturing defects
- Will not stain from normal household consumable items such as food or drinks
- Will not wear through the decorative surface (scratches or loss of gloss is not considered wear)
- Will not fade as a result of direct sunlight or household lighting

What the Rhino Light Limited 5 Year Commercial Warranty Covers:

Rhino warrants that for 5 years of light-commercial* use from the date of original purchase this vinyl floor:

- Will not wear through the decorative surface (scratches or loss of gloss is not considered wear)
- Will be free of manufacturing defects

*Light commercial is defined as light traffic commercial areas such as business offices and boutique shops.

Heavier traffic areas, entry foyers, or any area where food is prepared or objects are rolled or dragged around are not recommend and not covered by this warranty.

PRE-INSTALLATION WARRANTY:

It is the duty of the installer, whether professional or *DIY* (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floor is the wrong color, improperly manufactured, is off-grade or is the wrong gloss level, he/she should not install the flooring. Please contact the retailer immediately from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable.

MOISTURE WARRANTY

Rhino warrants the LVP/LVT flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from normal household spills resulting in discoloration or structural decomposition.

The Moisture Warranty does not cover flooding, standing water, leaking pipes, household mechanical failures, appliance leaks or pet urine.

What you should do if any of these above listed problems occur:

The original residential purchaser should notify their authorized Rhino dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of the limited warranty. The original residential purchaser must present to the authorized Rhino dealer the following items for a limited warranty which establishes proof of purchase;

- A valid proof of purchase in the form of sales receipt which establishes proof of purchase;

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

WHAT RHINO WILL DO:

If Rhino honors a claim under this limited warranty, it will authorize repair or replacement at the pro-rated percentage cost of the material. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on a Rhino product warranted for 15 years, then Rhino will pay 80% of the material.

If professionally installed by a certified LVP/LVT installer, Rhino will pay the reasonable labor costs to perform the replacement or repair during the first 3 years from the date of the original purchase. No labor is included for claims later than 36 months after original purchase.

INSTALLATION OVER RADIANT HEAT:

We warrant to you (the original purchaser) that this luxury vinyl flooring may be installed over water-based radiant- heated subfloors, provided the surface temperature of the system does not exceed 81 degrees Fahrenheit (27 degrees Celsius). **IMPORTANT:** Due to the speed of sudden temperature changes, which has potential to negatively affect vinyl flooring construction, it is not recommended to install over electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Only radiant heating systems using water are acceptable. Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the luxury vinyl flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

LIMITATIONS AND EXCLUSIONS:

If the original design/color/style is no longer available, Rhino reserves the right to substitute another Rhino design of similar structure and value from which the consumer may select. This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the house for which was originally installed. The effected area must be visible and cover an area greater than one square inch. The flooring will not apply to damage arising from any of the following:

- Installation in outdoor area's, sun rooms, solariums, garages or other area's subject to excessive moisture or extreme temperatures;
- Installation in area's where temperature falls below 50F or goes above 104F.
- Exposure to excessive sunlight;
- Accidents, abuse or misuse;
- Extreme heat or cold;
- Scratching, impact or cutting;
- Improper workmanship or installation not in accordance with Rhino installation instructions;
- Improper maintenance;
- Improper fabrication;
- Improper damage;

- Damages by acts of God;
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding cause by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage cause by water underneath the flooring, including damage from subfloor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters;
- Installation cost of flooring that contains any manufacturing defects under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty. Rhino assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Rhino reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. Rhino may repair, any attempt to repair, replace, or refinish prior to Rhino's optional inspection will void this warranty. No installer, retailer, agent or employee of Rhino has the authority to increase or alter the obligations or limitations of this warranty.