



Rexford Luxury Vinyl Flooring Limited Warranty

Warranties as defined below ensure that your floor manufactured by Mohawk Flooring will perform properly for the stated warranty period when installed in accordance with Premium Luxury Vinyl Flooring Installation Guide over approved substrates and underlayments using the recommended adhesives (if applicable) with proper care and maintenance under normal household use.*

WARRANTIES

Manufacturing Defects

Mohawk warrants that your floor will be free of manufacturing defects.

Waterproof

Mohawk warrants that your floor will not permanently discolor from topical water or moisture.†

Moisture Resistance

Mohawk warrants that your floor will not permanently discolor from moisture.

Household Stain Resistance

Mohawk warrants that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes, and finishing stains.

Wear Resistance

Mohawk warrants that your floor will not wear through the wear layer under normal household conditions and proper maintenance.††

Dimensional Stability

Mohawk warrants that your floor will not permanently gap or buckle under normal household conditions, installation procedure, and proper maintenance.**

* Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

† Waterproof warranty applies to the LVT product itself and does not extend to damage of the subfloor or adhesives. The warranty refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below or underneath the product, and does not cover flooding or intentional damage or misuse.

†† Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

** Gap is defined as .03" or .762 mm or the typical thickness of a credit card.



General Terms and Conditions for Rexford Luxury Vinyl Flooring

This limited warranty only extends to the original end user and is not transferable.

In order to maintain and protect coverage under the terms of the warranty, it is the owner's obligation to adhere to the following:

1. Keep proof of your purchase in the form of a bill, invoice, or statement from your retailer that shows the date and price you paid for the LVT flooring including labor.
2. Understand that the manufacturer warrants only first quality products for recommended residential use. Warranted products will perform properly for the stated warranty period when installed in accordance with Residential Installation Guides over approved substrates and underlayments using the recommended adhesives and methods. The warranty period, when valid, begins on the date of the original installation.
 - Residential use is defined as use in living space environments, which do not have light or heavy commercial traffic, including all areas of owner-occupied residence. If there is a question as to the type of use that is considered residential, please contact your representative prior to purchase and installation. PLEASE NOTE residential warranty exclusions apply with respect to caster and rolling loads, due to the unusual characteristics of this type of wheeled traffic.
3. Use Mohawk V-ONE adhesive when installing Rexford LVT flooring for glue down applications, such as treads, risers, or ramps.
4. Ensure Rexford LVT flooring is installed in an environment that maintains a temperature range of 45° to 115°F (7° to 46°C) for 24 hours before, during, and after installation.
5. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Our LVT floorings receive extensive testing and visual examination in an attempt to ensure your shipped flooring is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any visible conditions that may be detrimental to the appearance and/or performance of the product.
 - Minor color, shade, and/or texture variations are normal. Any variances between actual material, product samples, and/or brochures should be addressed with your retailer prior to installation. If the retailer deems the condition unacceptable, the manufacturer should be informed immediately.
6. Support furniture with wide, weight-bearing, smooth, non-staining floor protectors or non-staining felt pads. The protectors or pads should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic, and embedded material should be removed to avoid abrasion. Ensure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width weight-bearing flooring protectors.
 - Chair mats designed for hard surface floors are required under all chairs and stools with casters.
7. Perform proper cleaning and maintenance regularly and as needed. See Residential LVT Care and Maintenance Guide for details.



Rexford LVT Warranty Details

What Is NOT Covered by This Warranty

1. Product sold by the manufacturer as other than "first quality".
2. Improperly installed product. Material installed not in accordance with the Premium Luxury Vinyl Flooring Installation Guide*, including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate, is not warranted. Installation errors are not manufacturing related conditions. Manufacturer does not warrant installer workmanship.
3. Labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, or corrosives, including but not limited to stains from paints, dyes, mats, fertilizers, or other similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. Always protect floor with plywood or hard board runways when moving heavy objects and also when using an appliance dolly or moving heavy objects equipped with wheels or rollers, including two- and four-wheeled carts, etc.
7. Damage resulting from accidents, casualty events, abuse or improper usage, including pet related damage such as chewing, digging, clawing, etc. Accidents, abuse and improper usage are defined as but are not limited to damage caused by casters[†] on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spiked heels, cleats, etc., as well as damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
9. Damage caused by appliances or plumbing leaks.
10. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85°F (29°C) and must be approved by the manufacturer for use with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor, including pH levels outside the manufacturer's LVT Installation Guide.*
12. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as "non-staining".
13. Damage caused by remodel or construction related activities.
14. Flooring installed on stairs is excluded from warranty coverage.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Residential product installed in a commercial environment. Manufacturer recommends installation of commercially warranted product only for commercial settings.

* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

† Manufacturer does not recommend the use of casters on any flooring without appropriate protective pads.



Rexford LVT Warranty Details

Warranty Remedy

If your floor fails to perform as stated in the Rexford Builder/Multifamily Limited Warranty, the manufacturer will determine whether it will assist in the repair of the defective area or supply new manufacturer material of the same color, design or grade if available. If unavailable or discontinued, manufacturer reserves the right to select and supply similar manufacturer material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; manufacturer reserves the right to determine if this action is necessary or not.

1. If manufacturer authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Manufacturer will not credit or reimburse cost associated with the removal of those items.
2. Manufacturer will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Labor reimbursement will not be considered for installations not adhering to the Premium Luxury Vinyl Flooring Installation Guide.*
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

Consequential or Incidental Damages

MANUFACTURER EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. By this we mean that the manufacturer will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors, underlayment or trim moldings, disconnecting or reconnecting appliances or fixtures, as well as moving of furniture.

NOTE: If your floor is replaced because of discoloration due to "bottom up staining" or mold or mildew growth, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

† Manufacturer recommends non-asphalt sealers to help avoid walk-off staining.

Rexford Builder/Multifamily Limited Warranty Proration

The following prorated schedule applies to material value for Builder/Multifamily Warranty flooring.

Labor Reimbursement Proration (Reasonable Labor Costs)

1st year up to 100%
2nd year up to 100%
3rd year up to 50%

4th year up to 50%
5th year up to 50%
6th year and beyond 0%

Material Proration



1st year 100%
2nd year 100%
3rd year 100%
4th year 100%
5th year 100%
6th year 100%
7th year 90%
8th year 90%
9th year 90%
10th year 90%

11th year 80%
12th year 70%
13th year 60%
14th year 50%
15th year 40%
16th year 30%
17th year 25%
18th year 20%
19th year 15%
20th year 10%