



Resilient Warranty

20-Year Limited Wear Warranty

Matuto Plus, Morikato Stone & Wood

This limited warranty extends only to the original end-user starting with all purchases made after January 1, 2019. Mohawk Group warranties are non-transferable.

I. Items Under Warranty

LIMITED COMMERCIAL WEAR WARRANTY

Mohawk Group hereby warrants to the original owner that the resilient products shown above will not wear through the wear layer from normal foot traffic for a period of twenty (20) years from the date of invoice. Wear is defined as completely wearing through the Mohawk Group ERT's urethane, wear layer and impacting the print layer providing the products are receiving regular commercial maintenance and being used in recommended areas.

Products must be installed and maintained in accordance with Mohawk Group's written instructions and recommendations. If the above listed products fail to meet this warranty within 20 years, Mohawk Group will pay for repair or replacement in accordance with the schedule below.

MANUFACTURING DEFECTS WARRANTY

Mohawk Group hereby warrants to the original owner that the resilient products as shown above will be free from defects in materials and workmanship for a period of two (2) years from date of invoice. Products must be installed and maintained in accordance with Mohawk Group's written instructions. Such warranty shall be voided if such products are removed from the site of their original installation. Mohawk Group will not reimburse labor costs for owner installed flooring.

If a manufacturing defect covered by this warranty is reported to Mohawk Group within one year of purchase, Mohawk Group will supply new material of similar color, pattern and quality to replace the defective material; Mohawk Group will also pay reasonable labor costs if original material was professionally installed.

If a manufacturing defect covered by this warranty is reported to Mohawk Group within two years of purchase, Mohawk Group will supply new material of similar color, pattern and quality to replace the defective material; Mohawk Group will also pay fifty percent of reasonable labor costs if original material was professionally installed.

PRORATED TERMS

If Resilient Flooring covered by this warranty is reported to Mohawk Group within the specified warranty period, Mohawk Group will remedy based on the following schedule:

Material and 100% Reasonable Labor Costs (Years 1-2); Material Cost Only (Years 3-10); 50% Material Cost Only (Years 11-15); and 25% Material Cost Only (Years 16-20). Any new material provided under this warranty will be of similar color, pattern, and quality.

II. Coverage

Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER:

- i. Installers' workmanship or failure to properly protect floor covering before, during or after installation from scratches or other trades. (Workmanship errors should be addressed to the contractor who installed the floor.)
- ii. Minor shading, color or texture between products and samples or photographs
- iii. Material installed with obvious defects. Installation is considered acceptance of obvious defects
- iv. Installation with adhesive other than those recommended by Mohawk Group
- v. Dissatisfaction, problems or damage due to installation and/or maintenance other than as recommended by Mohawk Group (recommended installation and maintenance information is available on the mohawkgroup.com website)



- vi. Damage due to accidents, gouges, scuffs, scratches, indentations or excessive point loads
- vii. Damage from high heels, spike heels or inappropriate chair casters or glides
- viii. Inappropriate end-users' activities
- ix. Discoloration, including but not limited to U.V. light and heat sources (All products)
- x. Discoloration from underlayment panels, mold or mildew rubber backed mats, asphalt or deicer tracking
- xi. Dissatisfaction, problems or damage due to irregularities caused by subfloor, including but not limited to moisture, alkali, or hydrostatic pressure in subfloor; or "seconds," substandards," "irregulars," or "off-goods" which are sold by Mohawk Group strictly on an "as is" basis.
- xii. Diminished gloss level, which is not defined as wear through. Removal of wear layer as a result of improper cleaning agents, equipment or methods or failure to properly maintain or protect resilient flooring from damage is specifically excluded from Mohawk Group wear warranties.

III. Disclaimer of Implied Warranties:

THE REMEDIES PROVIDED IN CONNECTION WITH THESE LIMITED WARRANTIES ARE EXPRESSLY IN LIEU OF ANY OTHER REMEDIES PROVIDED UNDER ANY OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING ANY WARRANTY BY MODEL OR SAMPLE AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, AND OF ANY OTHER OBLIGATION ON THE PART OF MOHAWK GROUP. This warranty supersedes any additional or inconsistent warranty(ies) set by the dealer, the end user, or any third party. In no event shall Mohawk Group be liable for any incidental or consequential damages. No modification of this warranty shall be effective unless in writing and signed by an authorized representative of Mohawk Group.

Please Note: Some States may not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts. The above limitation or exclusion may not apply in some situations.

This warranty provides specific legal rights, and the purchaser may also have other rights which vary from state to state. Except for these rights, the remedies provided under this warranty state the limit of Mohawk Group responsibilities.

We continuously make technological advancements that improve product performance or installation techniques and methods. To insure you have the most recent copy of our installation instructions visit www.mohawkgroup.com or call 888-387-9881, Option 3

IV. Claims:

Any claim must be made within seven (7) days after purchaser learns of the facts upon which such claim is based. All claims not made in writing and received by Mohawk Group within the time period specified above shall be deemed waived. Any claims for surface defects or variations in color must be communicated to Mohawk Group in writing prior to the actual installation. If the product is already installed, then Mohawk Group must examine and verify the defect.

Mohawk Group

160 S. Industrial Blvd. Calhoun, GA 30701

Samples 888-740-6936

Installation / Maintenance 888-387-9881, Option 3

Website: www.mohawkgroup.com