

Exclusive Limited Warranty:

TuffPlank’s Limited Warranty provides protection on TuffPlank Luxury Vinyl and Floating Plank products from manufacturing defects solely to the original purchaser and is not transferable under any circumstances. TuffPlank will supply new products of the same or similar style, size, color, grade and gauge for repair or replacement of any manufacturing defects found in TuffPlank Luxury Vinyl and Floating Plank products. TuffPlank may, at its discretion, require inspection of any/all claims, and request photographs and/or samples prior to approving claims. All TuffPlank flooring is warranted against manufacturing defects, improper wear, fade or stain acceptance that would result in loss of original pattern and color, under normal use and maintenance, from the date of purchase through the specified times stated in this warranty. Products must be installed and maintained according to the TuffPlank Installation & Maintenance Instructions in order to be covered by this Limited Warranty.

LVT & dB Plank

Thickness	Wear Layer	Residential*	Light Commercial*	Commercial
2mm	6 mil	10 years	N/A	N/A
2mm	8 mil	12 years	N/A	N/A
2mm	12 mil	15 years	4 years	N/A
2.5mm	12 mil	25 years	12 years	8 years
2.5mm	20 mil	25 years	12 years	8 years
3mm	20 mil	Lifetime	15 years	12 years
3mm	28 mil	Lifetime	15 years	12 years

Multi-family units are considered residential and public spaces are considered light commercial. Wear layer thickness must be a minimum of 20mil for light commercial and commercial applications.

Matrix Rigid Core Click

Thickness	Wear Layer	Residential*	Light Commercial*	Commercial
4mm	8 mil	12 years	N/A	N/A
4mm	12 mil	15 years	4 years	N/A
4mm	20 mil	25 years	12 years	8 years
5mm	8 mil	12 years	N/A	N/A
5mm	12 mil	15 years	4 years	N/A
5mm	20 mil	25 years	12 years	8 years
5.5mm	20 mil	25 years	12 years	8 years

¹Warranty for dB Plank applies to residential installations ONLY.

*DEFINITIONS of covered items:

“Wear” is defined as affecting the wear layer such that the printed pattern is affected or altered.

“Fade” is defined as the permanent discoloration of the flooring and pattern on the planks.

“Stain” is defined as an alteration of the flooring due to normal household cleaning agents, chemicals or routine care & maintenance.

Pre-Installation Limited Warranty:

TuffPlank provides a Pre-Installation Warranty for visual defects. ALL planks MUST be carefully inspected PRIOR to installation to verify that there are no visual defects. Should you find any defects, do NOT install those pieces and contact TuffPlank immediately for replacements. Once products are installed, this Pre-Installation Warranty ceases to be valid and the general TuffPlank Warranty takes effect. TuffPlank will not be responsible for any claim for product installed with visual defects.

Wear Limited Warranty:

TuffPlank Luxury Vinyl and Floating Plank is protected with a wear layer. This wear layer is the most important part of your flooring. It protects the decorative layer from the affects of everyday use and keeps it looking new. TuffPlank’s Wear Warranty covers the wear layer from “wear-through” for the amount of years indicated for the specific product.

“Wear-through” is defined as the complete loss of the wear layer such that the printed layer is changed or affected. The Wear Limited Warranty only applies to installations where TuffPlank recommended installation and maintenance procedures have been followed.

TuffPlank Limited Warranty Exclusions:

- **Improper Installation**
- **Normal wear and tear**
- **Reduced gloss**
- **Product sold as Irregulars or “as is”**
- **Improper or insufficient maintenance**
- **Non-functioning HVAC or missing thermostats**
- **Improper temperature outside of recommended temperature range**
- Damages from misuse including discoloration from use of improper floor mats or substances such as asphalt or other substances listed in the maintenance and product guides.
- Consumers should be aware that colors may vary from samples and printed materials to actual production runs.

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This does not constitute a defect and is not covered under warranty. Explicit dye-lot requirements must be stated at the time of order.

- Any installation that does not expressly follow installation instructions or is not first expressly approved by TuffPlank in writing prior to installation.
- Damages resulting from abuse including, but not limited to burns, cuts, scratches and stains.
- Damages or failure of floor to adhere to subfloor resulting from improper installation or moisture.
- Damage resulting from heavy rolling loads (e.g., carts, medical beds), commercial cleaning machines that apply weight or moisture under pressure, or point loading from furniture without proper wide glides or coasters is not covered. Such use may compress the backing or stress the locking system, leading to seam failure, edge deformation, or moisture intrusion—none of which are considered manufacturing defects.

NOTE: Commercial installations have express limitations on manufacturers defects, wear, fade & stain based upon the wear layer depth purchased. Please review the warranty guidelines for further information of covered areas.

NOTE: Avoid exposure to direct sunlight for prolonged periods. The use of drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration and change in dimensional stability causing expansion.

Additional information on installation and maintenance can be found on your product packaging or on www.ib-supply.com - search installation Guide and FAQs.

All claims under this Limited Warranty must include a claim form properly filled out accompanied by a dated proof of purchase or invoice and photo of the defect. Claims must be made within 30 days of the identification of a defect as defined in this document.

NOTE: At no time shall TuffPlank be liable or responsible for incidental, consequential, indirect loss, damage, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. **THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**

This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of TuffPlank, or any other person, is authorized to assume for TuffPlank any additional liability or responsibility in connection with TuffPlank products. **THE GUIDELINES OF THIS WARRANTY MUST BE FOLLOWED, OR THE WARRANTY IS VOID.**

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