



## VPI WARRANTY

VPI conditionally warrants that VPI products, manufactured by VPI and branded VPI, will be free from defects caused by (i) the raw materials used in production of VPI products and (ii) manufacturing workmanship during the manufacturing of VPI products for the following specified periods after purchase. Additional warrants are as follows:

Products:	Commercial Wall Base, LDR, & Accessories	10 Years	1, 2
	Light Commercial / Residential Self-Stick Wall Base	1 Year	1
	Static Control Flooring (Conductile & Statmate) - Wear	25 Years	3, 4
	Static Control Flooring (Conductile & Statmate) - Electrical	Lifetime	3, 4
	Premium Resilient Tile (PRT)	25 Years	1, 4
	All Rubber Flooring	10 Years	1

<sup>1</sup> Free from manufacturing defects related to manufacturing workmanship and materials.

<sup>2</sup> If installed per VPI's installation instructions, VPI warrants that the LDR LVT toe will not chip due to chair leg impact for a period of 5 years.

<sup>3</sup> VPI Static Control Flooring is electrically warranted for the life time of the product to meet all requirements of ASTM F150 and in accordance with test method ESD 7.1 at 25,000 ohms to 1,000,000 ohms for Conductile and 1,000,000 ohms to 100,000,000 ohms for Statmate. The warranty shall only apply if such VPI Static Control Flooring is installed per VPI's most recent written instructions, with the correct VPI adhesives and per VPI's testing procedures. This warranty is void if the products are removed from the site of their original installation and if the installation, environmental or other factors result in conductivity readings outside of the ranges listed above.

<sup>4</sup> VPI tile is warranted not to wear through for 25 years without the use of wax or glaze assuming average & typical foot traffic.

The warranties herein are exclusive and are in lieu of any other warranty, expressed or implied, including but not limited to: any implied warranty of merchantability, fitness for a particular purpose, or patent or other intellectual property right infringement. The warranties herein do not cover: workmanship of installation, dissatisfaction, problems or damage due to installation and/or maintenance other than as most recently recommended by VPI, reduction in gloss from use, shading, checker boarding, gloss variation, or high edges resulting from improper installation or inadequate initial and on-going maintenance, damage due to accidents, gouges, scuffs, scratches or indentations, dissatisfaction, problems or damage due to irregularities caused by sub floor, including but not limited to moisture, alkali, or hydrostatic pressure.

### What to do if a defect is suspected.

Any suspected product defects should be reported to VPI immediately upon detection via telephone or e-mail. Installation should absolutely not commence if a suspected defect is detected prior to installation. Furthermore, installation should be immediately halted if a defect is suspected during installation. VPI warranty assumes reasonableness and, as such, commencement of installation or continued installation after a defect is detected or suspected will void the VPI warranty for such installed materials.

### Making a Warranty Claim

Without exception, all claims must be made in writing and sent to: VPI Corporation, 3123 South 9<sup>th</sup> Street, Sheboygan, Wisconsin 53081 to include (i) representative samples of the products and package label information that are claimed to be defective and (ii) a written explanation of such. Photographs alone are not sufficient to make a warranty claim. Shipping costs are at the sender's expense until a warranty claim is accepted in writing by VPI at which time VPI will credit the cost of shipping. In no circumstance should VPI products ever be returned to VPI without prior written approval from VPI.

### Limitation of Remedies and Damages

VPI's liability and buyer's exclusive remedy here under will be limited solely to repair or material replacement exclusively at VPI's option. VPI will not be liable under any circumstance for consequential or incidental damages. Furthermore VPI will not be liable under any circumstance for any direct or indirect labor or other costs associated with remediation, inspection, maintenance, removal, disposal, shipping, re-installation, travel, board or lost profits resulting from any VPI defect or warranty claim that results in a loss of use, profit or similar. VPI is not obligated to warrant any products supplied under private label or as an OEM part. Failure to use VPI branded adhesive in a manner specified by VPI in VPI's written instructions voids the VPI warranty. Any products, including adhesives, not manufactured by VPI Corporation will only be warranted if such products are deemed defective and warranted by originating manufacturer. No person, including any representative, employee or agent of VPI Corporation, is authorized to assume on behalf of VPI Corporation, any liability or responsibility in addition to or different from that described above. Any and all representations, promises, warranties, or statements that are in addition to or different from the terms set out above are of no force or effect.