



Big Horn, Big Horn Plus, Big Horn Tile, Little Horn – WPC

Warranty and Care & Maintenance Information

LIMITED RESIDENTIAL WARRANTY

Our Rigid Vinyl Plank products are backed by a Limited Residential Warranty for manufacturing defects as described below.

The Rigid Vinyl Plank flooring is guaranteed to be free from manufacturing defects, delamination, and loss of original pattern due to the wear layer wearing through to expose the core material over a minimum of 3% of the installation. Gloss reduction or surface scratches are not considered surface wear. This warranty is in effect when the floor is subject to normal residential use provided the flooring covered by this warranty was installed and maintained according to Midwest Floor Source's published instructions.

If a manufacturing defect is found in your floor, upon verification of the defect, Midwest Floor Source will arrange a pro-rated credit based on the terms outlined in the "Terms & Conditions" section below. If your floor was installed by a professional flooring installer/contractor pursuant to Midwest Floor Source installation instructions, Midwest Floor Source will also pay reasonable professional labor costs to repair your floor or install your replacement floor if the defect is reported within the first year of the original purchase, and 50% if the defect is reported within the second year from the original purchase. Labor costs will not be reimbursed if the defect is reported more than two years after the original purchase.

LIMITED LIGHT COMMERCIAL WARRANTY

Our Rigid Vinyl Plank products are backed by a Limited Light Commercial Warranty for manufacturing defects as described below.

The Rigid Vinyl Plank flooring is guaranteed to be free from manufacturing defects, delamination, and loss of original pattern due to the wear layer wearing through to expose the core material over a minimum of 3% of the installation. Gloss reduction or surface scratches are not considered surface wear. This warranty is in effect when the floor is subject to normal light commercial use (as listed below) provided the flooring covered by this warranty was installed and maintained according to Midwest Floor Source's published instructions.

If a manufacturing defect is found in your floor, upon verification of the defect, Midwest Floor Source will arrange a pro-rated credit based on the terms outlined in the "Terms & Conditions" section below. If your floor was installed by a professional flooring installer/contractor pursuant to Midwest Floor Source's installation instructions, Midwest Floor Source will also pay reasonable professional labor costs to repair your floor or install your replacement floor if the defect is reported within the first year of the original purchase, and 50% if the defect is reported within the second year from the original purchase. Labor costs will not be reimbursed if the defect is reported more than two years after the original purchase.

Light Commercial is defined as: Inside condominiums, apartments, & hotel rooms. Small retail shops and waiting rooms are also considered Light Commercial areas.

Areas not covered by the Limited Light Commercial Warranty include, but are not limited to: Condo, Hotel, or apartment common areas, large retail stores, areas subject to frequent rolling loads, large commercial applications (education/institutional, hospital/healthcare, large retail, commercial office space), assisted living facilities, anywhere commercial cleaning machines will be used. Please contact Midwest Floor Source for any clarification needed with regards to areas covered by the Light Commercial Warranty.

WHAT DOES WATERPROOF MEAN?

When exposed to water, Midwest Floor Source Rigid Vinyl Planks will not swell, buckle, or lose structural integrity due to moisture from recommended maintenance or moisture from everyday household spills. All sources of subfloor moisture should be removed or remediated prior to installation. In the case of standing water, Midwest Floor Source Rigid Vinyl planks will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. This warranty covers topical moisture as long as the water does not flow over the edge of the surface. Any damage to the subfloor and/or surrounding structure that is caused by standing water is not covered by this warranty.

LIMITED WARRANTY TERMS & CONDITIONS

Wear Layer Thickness	Residential	Light Commercial
20 mil	30 Years	10 Years

Schedule of Proration

	Residential	Light Commercial
Date Reported from Original Purchase	Percentage of Material Purchase Credit	Percentage of Material Purchase Credit
1st Year	100%	100%
2nd Year	100%	90%
3rd Year	100%	80%
4th Year	90%	60%
5th Year	70%	40%
6th Year	50%	20%
7th Year	30%	10%
8th Year	20%	10%
9th Year	10%	10%
10+ years	10%	10%

EXCEPTIONS AND LIMITATIONS

1. All warranties apply from the date of purchase and only to the original owner of the floor.
2. Wear from chairs or other furniture without proper floor protectors is not covered. Always use felt pads under chairs and furniture.
3. Indentations, scratches, or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
4. Sub-floor irregularities can cause premature wear on the wear layer and will void the warranty.
5. Dissatisfaction or damage due to improper installation or installation contrary to Midwest Floor Source's recommendations will void the warranty. Installation instructions are included in each carton of material.
6. Labor on material installed with obvious defects is not covered by these warranties.
7. Labor costs on repair or replacement of material which was not originally professionally installed are not covered by this warranty.
8. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty, except as outlined in the Waterproof section of this document.
9. Using non-recommended floor care products may damage the floor and void the warranty.
10. Purchase of "closeouts," "seconds," "remnants," "mill trials" or other "irregular" (non-first quality) flooring material, or material not part of, or available in the regular Midwest Floor Source's product line are not warranted.
11. Warranty will be voided if product is removed from the site of original installation.
12. Residential Warranty applies only to owner occupied spaces. The Light Commercial Warranty applies to residential rental properties, as well as the spaces described in the Light Commercial Wear Warranty section.
13. Warranties are voided if product is installed outdoors, or in a non-climate controlled space.
14. Exposure to long periods of direct sunlight can lead to thermal expansion, causing the planks to expand and curl. This is not a covered item under these warranties, and Midwest Floor Source strongly recommends the use of blinds, curtains, or window treatments to prevent long term exposure to direct sunlight.

15. Rolling Chairs require the use of chair pads.

Note: If Midwest Floor Source floor fails to perform as stated in the applicable Limited Warranty, Midwest Floor Source will, at its option: (i) repair without charge the affected flooring to conform to the warranty; or (ii) replace the affected flooring without charge, with flooring of equal value and/or quality. Midwest Floor Source will also pay for reasonable labor costs per the conditions stated above. Midwest Floor Source will not pay for the removal or replacement of cabinets, appliances, or other fixtures. Replacement floors are warranted only for the remaining time of the original warranty and are not warranted to match samples or marketing materials (ie. photographs, website, etc.) or match in color, production lot, and gloss with your existing floor.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, MIDWEST FLOOR SOURCE WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. EXCEPT AS SET FORTH HEREIN, THERE ARE NOT EXPRESS WARRANTIES MADE BY MIDWEST FLOOR SOURCE.

CARE & MAINTENANCE

Midwest Floor Source stands behind the quality and craftsmanship of every product we sell. You have selected a Rigid Vinyl Plank known for style, quality, and value that we know you will enjoy for years to come. This document should help you understand how to properly maintain your new floor.

Routine Floor Care

- Sweep the floor with a soft bristled broom to remove loose dirt.
- Damp mop with well wrung mop. (Daily or as needed)
- Use of Steam Mops may damage the floor and will void the warranty.
- Spills should be cleaned up immediately.
- If a deeper cleaning is desired, clean the floor using a properly diluted pH Neutral cleaner designed for vinyl flooring such as: Armstrong Once n' Done, Rejuvenate Luxury Vinyl Floor Cleaner, or Bona Pro Series Luxury Vinyl Floor Cleaner. Follow label instructions.

Prevention

- The single greatest cause of damage to any flooring or floor finish is abrasion from dirt and grit. Wherever possible, use walk off mats at entrances and doorways.

- Use non-staining floor protectors under heavy furniture, chairs, and tables.
- Routinely clean or change protectors on chairs and furniture.
- Make sure to avoid rubber back rugs and mats. These can trap moisture and lead to discoloration of the flooring.
- Always use plywood or other boards when moving heavy objects across the floor.
- Never push, pull, or drag furniture, appliances, or heavy objects across the floor.
- Avoid exposing this Rigid Vinyl Plank to direct sunlight for prolonged periods of time. Exposing Rigid Vinyl Planks to direct sunlight may lead to discoloration or thermal expansion (which will lead to peaking planks). During peak sunlight hours, the use of drapes or blinds is recommended.
- Do not use harsh abrasive cleaners, bleach, ammonia, or citrus based cleaners, wax or acrylic polishes, or oil soaps. These may dull or damage the finish, leaving a greasy film and making the floor slippery and more difficult to clean.
- Chair pads must be used under rolling chairs.