

AXON Warranty

Products

Urban Surfaces provides warranties for indoor and outdoor applications of its AXON Woven Luxury Vinyl flooring products, vinyl-backed tiles, vinyl-backed plank tiles, and vinyl-backed rolls. These warranties are offered to the original end-user/building owner and are non-transferable and non-assignable without written approval of Urban Surfaces.

Warranty Coverage

AXON Woven Luxury Vinyl flooring products will meet the individual specifications located on Urban Surfaces' website (UrbanSurfacesusa.com) and be free from defects in material and workmanship beginning on the original invoice date from Urban Surfaces for a period of:

- **Indoor:** Fifteen (15) Years
- **Outdoor:** Five (5) Years

Abrasive Wear

Under normal use, the Urban Surfaces AXON Woven Luxury Vinyl will maintain its appearance and texture through the warranty period. Any abrasive wear claims of affected flooring products will not be considered defective unless:

1. Greater than 10% of the face fiber is missing as measured by weight loss compared to product specifications.
2. Any area displaying broken yarns or frayed fibers which result in a change of appearance which cannot be restored by maintenance or local repair to the affected area.

Colorfastness

AXON Woven Luxury Vinyl flooring will not exhibit discernible changes in color as a result of exposure to light or atmospheric conditions including ozone and oxides of nitrogen. A significant color change is defined as a color difference greater than a 3.0 gsu per ISO 105-B02:1994 as compared to non-exposed materials.

Static Protection

AXON Woven Luxury Vinyl flooring, under normal use, will not generate a static build up greater than 3.5 kv during the warranty period as tested by EN 1815:1997.

Exclusions

The following are excluded from warranty coverage:

- Extraordinary wear and tear
- Products with visual defect or damage prior to installation
- Improper installation
- Inadequate protection during installation and construction work
- Adhesive compatibility or failure by non-approved vendors
- Products having been modified or repaired prior to warranty claim
- Products installed or used as not intended
- Heavy furniture movement without flooring protection
- Improper cleaning or maintenance
- Face fiber reactions from harsh, caustic, or abrasive chemicals
- Repetitive or excessive roller and/or mechanical traffic
- Failure of the underlayment and/or sub-floor to meet the levelness, porosity, and moisture level specification

Product showing loose polyester fibers is not considered fraying.

Claims

Please contact your local Urban Surfaces Representative, dealer of record, or Urban Surfaces direct. Urban Surfaces' Warranty Claim Form will be supplied, which must be returned complete; also, Urban Surfaces may request photographs of the affected claim area.

The Warranty Claim Form must be accompanied by a copy of the original sales invoice or other documents as proof of purchase. Urban Surfaces may schedule an on-site visit, if required, to assist in the resolution of the claim.

If the material is found to be defective, Urban Surfaces has the sole option to repair or replace defective materials in the affected area as defined in the Warranty Claim Form.

For additional information consult your local representative or visit UrbanSurfaces.com | 800.492.8722