

Commercial Warranty

Floor Coverings

This warranty specifically covers Sustain Cork Rubber, Flex Solid Rubber, Sophros Solid Rubber, Rubber Stair Treads, Core Solid Rubber, Praxis Solid Cork Flooring, Acoustisport underlayment, Techne Resin Reinforced Rubber and Zandur SBR Rubber flooring. This warranty applies to sport and HD versions of the above products as well. This warranty is limited to product installed according to published Zandur recommendations. This warranty applies only to products that have been paid for in full according to payment terms. This warranty does not apply to any product installed by a homeowner or "do it yourself" application for which this product warranty does not apply.

Zandur products are carefully inspected according to applicable industry standards and established quality assurance programs. Final inspection and approval is the customer's responsibility. The customer must approve and verify that patterns and colors are correct before installation. Zandur products are made with a significant content of natural raw materials, therefore slight shade variation is normal and is not considered a defect. Zandur will not accept claims after installation of incorrect material, visually defective material or material that does not meet customer expectations in terms of shade variation or the consistency of color or pattern. Installation of material confirms customer acceptance of pattern, color, shade, appearance and all other visual factors including but not limited to squareness and thickness. All aspects of the limited warranty are subject to the terms and conditions specified herein. In the event that there is any dissatisfaction with the product, material may be returned to Zandur PRIOR TO INSTALLATION according to Zandur Terms and Conditions of sale. This warranty does not apply to adhesives, sealers, finishes or any other installation products supplied by Zandur. Those products are warranted by their original manufacturer. Warranty information on those products is available on request.

For a period of ninety (90) days after initial invoice date, Zandur warrants that its products meet published technical specifications. Due to the natural content of the products, dimensional tolerances of the product in its uninstalled state cannot be guaranteed after this period. Materials must be inspected within thirty (30) days from invoice date to ensure materials are correct and meet customer requirements. Returns will not be accepted on incorrect shipments or visually defective materials after thirty (30) days from invoice date.

For a period of one (1) year after initial invoice date, Zandur warrants its products to be free of manufacturing defects. Zandur warrants its product against excessive wear as is defined below. The limited wear warranty period varies depending upon product line as indicated below. This limited warranty is available only to the original customer.

LIMITED WEAR WARRANTY PERIOD

30 YEARS

Praxis Cork 1/2" Thickness

20 YEARS

Sustain Cork Rubber
Sustain Sport 6.0 & 9.0mm
Flex Solid Rubber
Flex Sport 7.0 & 10mm
Sophros Solid Rubber

15 YEARS

Praxis Cork HD 5/16" Thickness
SBR Rubber Flooring

10 YEARS

Core Studded Tile
Rubber Treads
Praxis Cork HD 3/16" Thickness

8 YEARS

Techne Rubber
Praxis Cork Veneer Tile (any thickness)

5 YEARS

Flex Skate and Spike Resist & HD

ITEMS SPECIFICALLY EXCLUDED FROM WARRANTY

1. Damage due to unusual wear and tear, including but not limited to indentations scratches or other damage caused by high heels, spike heels, furniture, fixtures, free weights, or animals. This includes damage from skates and spikes even on skate and spike resistant products.
2. Visually or otherwise defective material after installed.
3. Damage due to discoloration including but not limited to fading or staining.
4. Failure due to irregularities in sub-floor, improper preparation of sub-floor or improper use of sub-floor or underlayment materials.
5. Dissatisfaction due to telegraphing of irregularities or seams in sub-floor or underlayment including access flooring systems. Telegraphing due to use of magnetic installation system is not considered a defect and is not warranted against.
6. Damage due to moisture including but not limited to subfloor moisture emissions and/or hydrostatic pressure.
7. Damage due to accident, abuse, or neglect.
8. Dissatisfaction or damage due to improper maintenance or improper use of maintenance products and/or site applied finishes or sealers.
9. Dissatisfaction, problems, or damage due to use of improper installation techniques, use of improper installation tools and/or materials or installation in areas unsuitable for the product.
10. Dissatisfaction based upon shade or color variations in the flooring after installation.
11. Wear through of factory or site applied finishes.
12. Labor and/or other costs associated with sub-floor preparation and/or flooring installation.
13. Materials sold as "Off Goods" or "Seconds" which are sold "as is" and for which no warranties of fitness for a particular purpose or merchantability implied or otherwise apply.
14. Dissatisfaction, problems, or damage due to use of improper adhesives or other materials not approved by Zandur.

This limited warranty is exclusive and in lieu of any warranty of merchantability, fitness for a particular purpose or any other warranty, whether expressed or implied, and all other liabilities and obligations on the part of Zandur or its parent company RB&G Products, LLC.

There are no warranties which extend beyond the description on the face of this document. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

NOTICE OF CLAIMS

All claims must be made in writing and sent to Zandur at 26 Kelley Dr, Front Royal, VA 22630. Claims must be accompanied by original product invoice. Zandur requires that all claims be received within 30 days after buyer discovers reason for the claim. All claims not made in writing or those received after the time period specified shall be deemed waived. Any claim made on product that has not been paid for in full shall be deemed waived.

LIMITATION OF LIABILITY

The buyer's sole and exclusive remedy against RB&G, Products, LLC, T/A Zandur for a breach of warranty or for damage caused by a defective product shall, at the option of Zandur, be limited to repair or replacement of the defective material, or refund of the purchase price. Zandur shall not be liable for or accept claims for associated or consequential costs related to removal and replacement of flooring including furniture or equipment moving. In no event shall Zandur be liable for direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever, regardless of the causes of such damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

LIMITED WEAR WARRANTY

Zandur warrants that its floor covering products will not wear excessively during the time period for the specific product line specified herein. Excessive wear is defined as wear greater than .0035" in thickness per year. Determination of wear amount shall be made solely by Zandur or its designated agent using dial gauge measurement. The Limited Wear Warranty shall be considered void should maintenance and/or use deviate from Zandur's published instructions and specifications using Zandur recommended maintenance products. Specifically excluded from coverage shall be cork tile flooring in areas where finish has been allowed to deteriorate to the level that the tile or section of the tile is not coated with a finish. Additional exclusions specifically for cork tile are in instances where a floor is sanded and re-finished. In this instance the sanding shall not be considered wear of the flooring product as it applies to this warranty. Zandur shall, at its option and sole discretion, repair or replace damaged flooring with equal or similar product as determined by Zandur or credit end user based upon a prorated schedule of original material cost, the balance of cost to be borne by the end user. This warranty is limited to only the specific damaged material and does not apply to the entire floor where the excessive wear has occurred. Labor and other associated costs are specifically excluded from this warranty.

TECHNICAL SUPPORT

Zandur technical support is available for commercial projects by calling **888.397.2656** or emailing Zandur at **tech@zandur.com**.

For residential projects, contact dealer from whom the product was purchased. In certain instances, Zandur may send a field technician to a job-site, however such job-site visits will only be available where approved Zandur adhesives have been used and where all installation instructions including sub-floor preparation and testing have been followed. Prior to visits, samples showing specific problem will be required.