

## FINEO LVT Product Warranty

Yousung C&F Co.,Ltd warrants that its FINEO LVT products are of internationally merchantable quality and free from manufacturing defects for period of below from the date of invoice.

If a manufacturer defects are found, the dealer who supplied the floor covering materials or services should notify Yousung C&F promptly within 30 days of the purchasing of the defect. Inspection by a Yousung representative may be necessary to verify that a manufacturing defect exists.

Yousung C&F Co.,Ltd will supply at no charge new materials of the same or similar grade sufficient to repair or replace the defective materials.

### 1. Warranty Period

Traffic /Wear Layer	0.1mm (4 Mil)	0.15mm (6 Mil)	0.2mm (8 Mil)	0.3mm (12 Mil)	0.5mm (20 Mil)	0.7mm (20 Mil)
Residential	-	10 Years	15 Years	25 Years	Life time	Life time
Light commercial	-	-	5 Years	10 Years	15 Years	20 Years
Commercial	-	-	-	7 years	10 Years	15 Years

### 2. Inspection before installation

Inspect FINEO LVT and adhesive to be sure it meets the order specifications. Make sure that design, pattern, color, size, thickness, same production LOT number, quantity must be checked and it matches the specification for each area to receive the LVT.

Open and check all cartons to inspect for damaged or defective tiles. If there is any, do not start installation and contact to supplier or manufacturer.

If clearly identifiable wrong products are once installed, manufacture is not responsible for correcting the problem.

### 3. Installation and Maintenance

FINEO LVT products are warranted against excessive wear, provided the material was installed and maintained properly and used as intended and recommended. For these purposes, “excessive wear” is defined as the complete removal of pattern and/or color due to NORMAL TRAFFIC and assuming professional installation workmanship and maintenance strictly in accordance with FINEO LVT Installation and Maintenance guidelines, both of which can be found on FINEO website [www.fineofloors.com](http://www.fineofloors.com)

### 4. Repair or Replacement and labor cost

If a product fails to perform as warranted, FINEO will correct the problem in the affected area either by repair or replacement by Yousung C&F's determination with comparable products(s). Its reimbursed material cost shall not exceed the original purchasing cost of the products.

In all cases in which a covered warranty condition is determined by Yousung C&F, the customer must provide reasonable cooperation to facilitate Yousung C&F's repair or replacement in the affected area.

If it is within two years after purchase, Yousung C&F Co.,Ltd will also pay the reasonable labor costs involved in repairing or replacing the defective materials.

If it is after two years, this warranty covers the materials only, and labor cost to repair or replace will not be covered.

### 5. Terms

Warranty claims must be made in writing to Yousung C&F within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 30 days from the time the claimed defect was discovered.

Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met with samples and photo for Yousung C&F's determination. This warranty will be void if

its terms are not properly followed. This warranty does not cover the labor costs to repair or replace materials with defects that were apparent before or at the time of installation. No person other than Yousung engineers may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by those engineers.

#### **6. Important Note:**

This is limited warranty and it does not cover

- Simple dissatisfaction or damage from inappropriate installation and maintenance.
- Problems caused by improper subfloor underlayment condition such as excessive moisture, alkali, hydrostatic pressure, uneven leveled and soft or weak subfloor and improper adhesive.
- Discoloration, surface damage and indentation caused by improper floor finishing chemicals, heavy weight and direct sunlight (UV).
- Damage by abuse, neglect, misuse and accidents including fire, burns, cuts, gouges, spike shoes, high heels, strong chemicals, improper furniture rests or stains due to tar, asphalt and inks.
- Loss of gloss or scratch that may occur from normal use or simple dissatisfaction
- Size/shape change of the tile caused by temperature management.
- problems or damages arising from or related to the use of adhesives or floor finishes or non-recommended installation techniques or conditions
- Opportunity loss from time, inconvenience, incidental or consequential damage or others.

This warranty is made solely to the original purchaser and is not transferable to any others under any circumstances. This warranty is expressly ahead than any other warranties. No representative, employee or agent, dealer or any other person is authorized to assume for Yousung C&F any additional liability, authorization and responsibility except as described above. Yousung C&F and suppliers are not liable for indirect, special, consequential or incidental damages of any kind.

This warranty, remedy and limits of liability contained herein are expressly in lieu of and exclude all other warranties, remedies and liabilities, whether express or implied. Yousung C&F makes no other representations or warranties, express or implied, and hereby disclaims any and all other warranties that may arise by operation of law, including, without limitation, any warranty of merchantability or fitness of its products for any particular purposes. Note that some jurisdictions do not permit disclaimers of some implied warranties, so your rights may be different than stated herein. Yousung C&F will not be liable for any incidental, indirect, special, or consequential damages in any case.

For more information you may contact below.



121 Yeoksam-ro, Gangnam-gu, Seoul, Korea 06243  
Phone +82-2-2189-2036 Fax +82-2-567-0861  
E-mail [kevin@ys79.com](mailto:kevin@ys79.com) Web [www.fineofloors.com](http://www.fineofloors.com)