

CARPET TILE COMMERCIAL WARRANTY

General Guidelines

BuildDirect recommends that all flooring is professionally installed for a valid warranty. The manufacturer warrants all products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This limited warranty only applies provided the flooring covered by this warranty is installed and maintained according to the BuildDirect Installation Instructions and the BuildDirect Care & Maintenance Instructions.

The manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.

- Flooring should be one of the last items installed in any new construction or remodel project.
- Inspect all materials carefully for color, finish, sheen, and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there any doubts to the quality, dimensions or appearance of the carpet tiles DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE.
- It is good practice to test the installation surface for moisture and action accordingly.
- Store flooring boxes flat and fully supported during shipping and storage.
- Condition the carpet tiles by storing the carpet tiles in the room or rooms where installation will occur for 24-48 hours before installation at a minimum temperature of 50°F. This product is not suitable for installation in areas below temperatures listed.
- Carpet tiles should be installed in temperatures above 50°F.
- Carpet tiles are fade resistant; however, it is best practice to avoid direct sunlight exposure to minimize thermal degradation, color fading, and potential adverse effects on carpet tile.
- It is the responsibility of the installer/owner to determine if the jobsite subfloor and jobsite conditions are environmentally and structurally acceptable for carpet tile installation. The manufacturer declines any responsibility for carpet tile failure resulting from or related to subfloor, subsurface, jobsite damage or deficiencies after carpet tiles have been installed.
- Installed areas should not exceed below 20°F or above 110°F.

Warranties are non-transferable and apply to customers who originally purchased and installed the carpet tiles. The original, paid-in-full invoice is required. Claims must be filed by the original purchaser. No installer, retailer, distributor or agent, or employee of BuildDirect may alter the obligations or limitations of any warranty.

WARRANTY LIMITATIONS

PLEASE NOTE THE FOLLOWING ARE NOT PROBLEMS ARISING FROM DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE THEREFORE NOT COVERED BY THIS PRODUCT WARRANTY.

1. Defects arising from poor installation. This includes:
 - a. Damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions.
 - b. Visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment;
 - c. Seams 'peaking' or opening due to use of incorrect adhesive or seaming method.
 - d. Edge-to-edge shade variation.
 - e. Discoloration arising from installation next to a source of excessive heat or visible trowel marks.
2. Construction or installation-related damage.
3. Installation in inappropriate locations is excluded from this warranty.
4. Dissatisfaction due to improper maintenance.
5. Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
6. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
7. Problems arising from scratches, scuffs, punctures, cuts, tears, gouges, indentations, burns, damage caused by stiletto or sharp high heels (these can damage concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets, discolorations due to adhesives or tape, rolling and/or non-foot traffic, or any intentional misuse of the product.
8. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, pets, etc.
9. Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
10. Damage caused by inappropriate end-user activities.
11. Staining caused by urine, feces or vomit.
12. Small differences in color and or texture between the actual material or photographic images of the material and the actual flooring purchased. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
13. Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed. INSTALLATION IS ACCEPTANCE.

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14. Gloss reduction or surface scratches are not considered surface wear. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
15. Installation of products with adhesives other than those recommended by BuildDirect.
16. The manufacturer makes no guarantee that carpet tile products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty. This limited warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. BuildDirect requires the receipt in order to verify date of purchase to help resolve any problems.

Water Resistance

Carpet tile is warranted to be water resistant and the structural integrity of the flooring will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). The manufacturer's moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor. Damage resulting from mold & mildew growth due to prolonged exposure to moisture are not covered by this warranty.

Terms of Warranty

PET nonwoven, needle-punch fiber, made from 100-percent plastic drinking bottles, is a denser polymer fiber that prevents stains from setting and is resilient to traffic pattern wear. Colors are solution-dyed throughout the entire fiber for extremely vibrant colors and enduring fade resistance during the duration of the limited warranty period. The manufacturer warrants that when our carpet tiles are properly installed in residential settings and maintained according to the BuildDirect Installation Instructions and the BuildDirect Care & Maintenance Instructions, they will not wear more than 10-percent due to fiber loss under normal use or exhibit ultraviolet degradation of the fibers (also referred to as fade) to the carpet tiles as a result of sunlight exposure during the duration of the warranty period.

The manufacturer makes no warranty of merchantability or fitness for a particular purpose. The sole remedy provided by these warranties or any implied warranty is replacement remedies for incidental or consequential damages are expressly excluded. Some states do not allow the exclusion of limitation incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state.

This warranty specifically excludes stairs, as application on stairs is not advised.

In the unlikely event that any portion of your floor should fail, with respect to any provisions of this warranty, please contact BuildDirect. Labor costs are not included.



For more information on this product or to order samples call 1-877-631-2845 or visit our website at builddirect.com