



Recyclable PVC-free Flooring

LIMITED WARRANTY

TIER ELEMENT FLOORING LIMITED WARRANTY

TIER Element flooring products are manufactured and distributed by TIER Flooring Americas, LLC (“TIER Floor”). TIER Floor develops, markets and distributes a range of products in various categories. This limited warranty is specific to TIER Element PVC-free products (“TIER Element”) flooring products only.

The term “TIER Floor” refers to TIER Flooring Americas, LLC. The term “owner” refers to the original purchaser of a TIER Element flooring product. TIER Element flooring products come with a warranty. However, this warranty is limited and is only valid if the terms and conditions of sale, the terms of this warranty document, and the installation guidelines are all adhered to. Therefore, TIER Floor will only make a determination against a warranty claim in a specific case following a principles-based investigation to determine the nature and cause of the product failure subject to provisions of law and specifically consumer protection laws applicable in the jurisdiction where the TIER Element flooring products are sold and used.

Various factors can contribute to the cause of failure of a TIER Element flooring product. Any failure caused by an event or condition beyond the reasonable control of TIER Floor is not covered by this limited warranty.

WARRANTY OVERVIEW

This warranty is offered exclusively to the original purchaser of TIER Element flooring and covers defects in TIER Element flooring products when the flooring is installed and maintained according to TIER Element flooring installation and care guidelines. The warranty includes coverage for residential, light commercial, or heavy commercial applications.



LIMITED LIFETIME RESIDENTIAL
10 YEARS - LIGHT COMMERCIAL



LIMITED LIFETIME RESIDENTIAL
15 YEARS - HEAVY COMMERCIAL

Please read this entire warranty document carefully. If you have any questions regarding TIER Element flooring products, this limited warranty or need additional information, please contact our customer care team at www.tierflooring.ca or email at info@tierflooring.com.

WARRANTY OVERVIEW - CONTINUED

This limited warranty is void if certain installation and maintenance conditions are not adhered to. These conditions include, but are not limited to, the following: Installation in an application intended for the TIER flooring range as indicated in the current version of the installation guide, and by the product class and warranty.



The most up-to-date guidelines are available on www.tierflooring.ca. Please ensure you have downloaded the latest version by scanning this code.

Manufacturing Defects

TIER Floor warrants that its TIER Element flooring products are free from manufacturing defect. This warranty covers defects in TIER Element flooring products that affect the performance, durability, or safety of the flooring. In the event a TIER Element flooring product has a patent defect on original purchase, do not install or use the defective product. Immediately return the defective product in its original condition at purchase for a replacement product.

Limited warranty

TIER Floor warrants that during normal use and when installed in compliance with the applicable installation guidelines on a level resilient supporting substrate, including a moisture barrier, TIER Element flooring will NOT:

- Rip, tear, crack, or break.
- Cup or deform.
- Delaminate or peel.
- Show significant discoloring or fading, outside the normal expected color change over the lifespan of the product.
- Stain due to normal household or office use.
- Be susceptible to damage from termites.
- Exhibit fungal decay.

In the event of a product warranty claim, this limited warranty excludes:

- The cost of any materials other than the replacement TIER Element flooring including, but without limitation to, the concrete screed or sub floor, accessories, and trims.
- The cost of removing or disposing of the removed TIER Element flooring products or other materials.

Limited Warranty - Continued

- Any associated cost of installation or assembly unless otherwise specified.
- The cost of transportation or freight of the replacement product.
- Any taxes due upon the fulfilment of a valid warranty claim.
- The cost of loss or damage to any building or supporting structure, or any property contained therein, or for injuries, damages, or losses of any kind whatsoever.
- Any amount greater than the value of the TIER Element flooring products initially purchased as indicated on the original purchase invoice.

TIER Floor will not be responsible for any of the above costs or any incidental costs or consequential damages of any nature.

Term of Limited Warranty per application

PRODUCT	RESIDENTIAL	COMMERCIAL
TIER Element Prime	Limited lifetime warranty	10 years light commercial
TIER Element Premier	Limited lifetime warranty	15 years heavy commercial

Limited Residential Wear Warranty

TIER Floor warrants its TIER Element flooring products will not wear through under normal use during the period of warranty. Printed image layer wear-through is defined as 100% printed image wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.)

1. The floor must be installed according to TIER's installation instructions available at www.tierflooring.ca.
2. The flooring must be used only indoors in a climate-controlled area.
3. The flooring must be maintained in accordance with TIER maintenance instructions.
4. This limited warranty does not apply to TIER moldings and any other accessories.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited lifetime wear warranty.

Should a defect covered under this warranty be found, the affected area will be repaired. If repair is not practical, TIER Floor may, at its sole discretion, replace the affected TIER Element flooring product or refund the proportional purchase price for the affected area.

Limited Residential Waterproof Warranty

TIER Element flooring is water resistant, and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water or moisture from ordinary household usage, spills, or cleaning 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).

This moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. The warranty does not cover damage to surrounding materials caused by moisture spilling off or through the floor.

This Limited Residential Waterproof Warranty excludes all casualty events involving water encountering your floor and failures normally covered by homeowners' insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

Light Commercial Warranty

The Light Commercial Warranty is a limited warranty to the original purchaser and is subject to the same conditions as the Residential Warranty except the term of the warranty as set out in the table of warranty terms.

Light commercial application is defined as environments with light to moderate foot traffic, light point loads, and the absence of rolling loads. Light commercial areas exclude areas with exposure to chemicals, acids, greases, or other such contaminants.

Heavy Commercial Warranty

Heavy commercial is defined as environments with high levels of foot traffic and significant point loads. These areas may also involve exposure to chemicals, acids, greases, or other contaminants. Heavy commercial environments are typically subjected to rigorous use and may include places such as airports, hospitals, and large retail spaces.

If you are unsure of TIER Element's suitability for your application, please contact TIER Floor before installing the product to confirm suitability of a product for an application and warranty coverage.

Time of Claim:

Within Two Years: For claims on defects of this product as covered by this warranty that are reported in writing within two year of purchase, TIER Floor will arrange a credit based on the original purchase of the product or replace the product. If the TIER Element flooring product was professionally installed, reasonable labor costs are included.

After Year Two: For claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, TIER Floor will, at its sole discretion, either arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

*For the TIER Element Prime light commercial 10-year warranty, the commercial warranty offers coverage from the third year to the end of the tenth year after product purchase. For the TIER Element Premier heavy commercial 15-year warranty, the commercial warranty offers coverage from the third year to the end the of 15th year after product purchase.

NOTIFICATION OF A CLAIM

If the owner deems the TIER Element flooring product to be defective, visit www.tierflooring.ca and complete the warranty claim form. You will be required to submit evidence of purchase (such as a tax invoice), pictures of the affected products, and a detailed description within thirty (30) days following discovery of a concern.

If you fail to notify TIER Floor of a product failure, all obligations of TIER Floor under this limited warranty and all applicable implied warranties and conditions shall terminate. Notifying your flooring installer, contractor, dealer, retailer or home builder of possible product defects does not constitute official notice to TIER Floor. Only a completed warranty claim form submitted directly to TIER Floor will be considered.

Upon submission of a warranty claim, the owner agrees to assist TIER Floor in processing the claim throughout the entire process. Failure to assist, including, but not limited to, preventing the warranty claim from being investigated or adjudicated, will result in termination of this limited warranty. If a valid warranty claim is approved, TIER Floor will have a reasonable time after the approval to finalize the claim.

Contact information

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