

Interface Standard Product Warranty – Americas

Interface[®]

Rev. 4/1/19

InterfaceFLOR, LLC (Interface) warrants its Interface[®] brand carpet products to the original end-use customer as stated below for a period of 15 years from the date of invoice. Interface[®] brand carpet products are warranted against manufacturing defects resulting in excessive surface wear, edge ravel, backing separation, shrinking, stretching, cupping, doming, and static electricity. Excessive surface wear means loss of more than 10% by weight of face fiber, assuming proper installation and maintenance strictly in accordance with Interface's Carpet Tile Installation Instructions and Carpet Tile Maintenance Guidelines, both of which can be found on Interface's website. Products containing Intersept[®] antimicrobial are warranted to maintain antimicrobial effectiveness. Products constructed of 100% solution dyed yarns are warranted against excessive color loss due to normal exposure to indoor light. This warranty covers odor from plasticizer hydrolysis of Interface carpet tiles caused by moisture (RH) and alkalinity (pH) in concrete slabs when installed strictly within the limits set forth in Interface's Carpet Tile Installation Instructions. All installations must be completed strictly in accordance with Interface's Carpet Tile Installation Instructions. In all installations, there must be no visible moisture on the surface of the concrete slab. Archived written and photographic evidence of moisture and alkalinity test results must be maintained by original end-use customer.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, use on stairs, or use with athletic equipment, or installations over substrates where hydrostatic pressure exists. Moisture and pH testing at the installation site are not the responsibility of Interface, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty except as expressly set forth herein and in Interface's installation instructions. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at Interface's option) replacement with comparable product(s) at no charge to the customer (the customer must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area). Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 90 days from the time the claimed defect was discovered. Warranty claims must be addressed to: Field Services Department, InterfaceFLOR, LLC, 1503 Orchard Hill Rd., LaGrange, Georgia 30240. Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met. This warranty will be void if its terms are not followed. No person other than an officer of Interface may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

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