



BISON

BUILDING SOLUTIONS, LLC

LVP XTL WARRANTY

LIFETIME

Manufacture's Defect
Warranty

Guaranteed NOT to:

- Delaminate
- Crack
- Rip or Tear
- Curl

Bison Building offers a lifetime manufacturer's defect warranty on ALL of its products. If a manufacturer's defect covered by this warranty is found and reported to the merchant from which the floor was purchased during original ownership, Bison Building will cover the costs of replacing the planks that are deemed defective. Adjoining or immediate areas surrounding the defective, individual floor planks that are not considered defective, will not be replaced (I.E. if a room is made up of 100 planks, but only 5 are deemed defective, Bison Building will only replace the 5 defective planks).

30

Year
Residential
Wear & Walk-Through
Warranty

15

Year
Light Commercial
Wear & Walk-Through
Warranty

If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased during the warranty period (30 years from time of purchase for residential / 15 years from time of purchase for light commercial), Bison Building will prorate the cost of the flooring and the installation labor to a contractor of Bison Buildings choice. The prorated charge to the original owner will increase 3.34% for residential use/ 6.67% for light commercial use for each subsequent year of the prorated period (I.E if the floor was purchased 6 years ago, Bison Building will only prorate 59.98% of the cost [residential]).



Warranty Coverage

This warranty coverage assume that:

1. The floor covering was subject to normal use (see “Normal Use”)
2. Is installed and maintained according to the instructions found at www.bisonbldg.com.

*If not installed and maintained as per the instructions provided by Bison Building, then the warranty becomes void. See “Warranty Exclusions” for further details.

Normal Use:

Normal use is defined by wear and walk through damage that naturally and inevitably occurs as a result of normal wear or aging. Wear and walk through is a form of depreciation which is assumed to occur even when Bison Building flooring is used competently and with care and proper maintenance.

*Normal use excludes all forms of abnormal use or abuse.

Abnormal Use

Abnormal use applies to flooring that has been put to abnormal conditions including but not limited to:

- Water damage
- Storm or flood damage
- Smoke damage
- Fire or other casualty events
- Damage caused by negligence
- Improper alterations of the original manufactured product

Abuse:

Abuse is defined as use of the flooring that is unreasonable considering the normal and expected use, including but not limited to:

- Damage caused by machinery or other mechanical objects
- Severe impact or scratches caused by dragging objects or furniture
- Cutting

Residential Use:

Residential/Household use is defined as: Normal, common daily activities in the home, excluding pets.

Light Commercial Use:

Light commercial use is defined as environments which do NOT have heavy commercial traffic. Some of these environments include: coffee shops, bookstores, hotel rooms, salons, etc.

Commercial Use:

Commercial use is defined as non-manufacturing business environments involving heavy commercial traffic. Some of these environments include: office buildings, retail stores, restaurants and health, social and educational institutions. Commercial use does not include industrial applications.

*These are not exhaustive definitions of residential, commercial or light commercial uses. These guidelines simply express the spirit of these broad categories. Urban Surfaces is in no way bound to these simplified definitions.



Warranty Exclusions

Dissatisfaction due to improper installation, maintenance or irregularities. Common issues include but are not limited to:

- Installation in temperature ranges other than those in accordance with Bison Building specifications and guidelines. (see www.bisonbldg.com.com for Installation Guides) Product must stay in the air and floor temperature range of 60°F - 95°F for its life. If product is subjected to temperatures outside of this specification, its warranty becomes void. Rooms must be climatized between 60°F - 95°F for its warranty to remain valid.
- Installation of Bison Building products with visual defects. The installation of defective flooring is the error of the installer, and therefore no extra labor, material, or shipping costs will be paid by Bison Building.
- Bison Building products are intended for interior use only, any exterior use, including garages of any type, will therefore void warranty.
- Subfloor irregularities (refer to installation guide for details) • Installation of flooring over particle board, chip wood, Luan or pressboard
- Shrinkage or expansion of any type
- Discoloration, fading, curling or any other irregularities due to exposure to direct sunlight.

Damage caused by:

- Improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels (use chair mats specifically designed for hard surface flooring, NOT CARPET, under rolling chairs)
- Vacuum cleaner beater bars
- Sharp objects
- Asphalt staining
- Staining from rubber mats
- Moisture (including fungus discoloration), alkali or hydrostatic pressure in sub floor (vapor emissions are higher than ** 8lbs/ 1000 sq.ft. or 75% relative humidity within 24 hours tested in accordance to ASTM standard guidelines or having higher than 9 pH)** (See adhesive manufacturer's specification sheet)

Other exclusions:

- Reduction in gloss due to normal use.
- Variations in color, gloss or texture from samples or printed illustrations compared to actual production runs.
- Adhesion for glue-down products is not warranted (Please contact the specific adhesive manufacture used to obtain the proper warranty).
- Surface scratches and scuff marks.

*Monetary loss due to inconvenience, loss of time, incidental expenses or consequential damages will not be the responsibility of Bison Building Solutions LLC.



Claims

All claims are subject to Bison Building management approval once a claim form has been submitted (for official claim form contact Bison Building Solutions). Management will strictly use the above mentioned guidelines to evaluate claim submittals.

Non-Transferable Clause

Original end-user:

Bison Building warranty remains valid only when held by the original end-user. The warranty is NON-TRANSFERABLE.

Original Tenant:

For rental properties / property management units, the warranty will only remain valid for the original / first tenant. The warranty is NON-TRANSFERABLE between tenants

