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Warranty Information

Limited Residential | LimitedLight Commercial | Limited Commercial Warranty for Luxury Vinyl Tile

Happy Feet International warrants LVP floor products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below. If a defect covered by this warranty is reported to Happy Feet International in writing within the specified length of warranty life from time of purchase, Happy Feet International will furnish comparable luxury vinyl tile flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. If your floor was professionally installed, Happy Feet International will also pay reasonable labor costs for the direct repairs or replacement.

What is Covered?

This warranty covers manufacturing defects when the flooring is subject to normal residential use provided the flooring covered by this warranty is installed and maintained in accordance with Happy Feet International's Installation Guidelines, and Care & Maintenance Guidelines located at HappyFeetInternational.com.

What is Not Covered?

- Damage caused by fire, flooding, intentional abuse, or moisture intrusion caused by emissions from the subfloor.
- Indentations or damage caused by improper rolling loads, chairs, appliances, or other furniture not using proper floor protectors.
- Changes in color or sheen appearance when exposed to a natural light source.
- Exterior application.
- Damage caused by vacuum cleaner beater bar, caster wheels, cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are installed in other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted light commercial/commercial).
- Installation-related errors and/or damage including improper conditioning of job-site and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlayment panels.
- Floors damaged by harsh cleaning products (Please refer to our care & maintenance guidelines for appropriate cleaning practices).

Warranty Exclusions

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- To the extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.
- Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.
- This limited product warranty does not cover the installation of the product, even though Happy Feet International will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed and the floor product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.

Warranty Owner

This warranty applies only to Professionally Installed or Do-It-Yourself (DIY) installations by a homeowner for his or her own residential end use/light commercial use when applicable. This warranty extends only to the original end user and is not transferable.

The flooring receipt, all moisture/relative humidity testing documentation (if applicable), and the professional installers receipt will be required to file a claim. If one should arise, please contact the original purchaser to complete a claim form. In the event that you have a flooring concern Happy Feet International will cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or onsite issue, the inspection fee will be charged back to the dealer/distributor/homeowner.

Please evaluate each job separately. Below is a partial list intended to be used as a guide for selecting Light Commercial/Commercial applications. Light Commercial implies light foot traffic, while Commercial implies high foot traffic. Glue down applications are required for areas used with "rolling loads" (wheelchairs, hospital beds, carts, racks, tables, etc.). If there is a question as to the type of use that is considered "Light Commercial," or "Commercial," please contact your Happy Feet International representative prior to purchase and installation.

- Multifamily
- Art Gallery
- Office Space
- Corridor
- Beauty Salons
- Hospitality
- Health Care
- Retail
- Boutique
- Lobby
- Bank
- Education
- Guest Rooms
- Dormitory

Warranty by Product Line

ARRIVAL 10

Lifetime Limited Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

BLOCKBUSTER+

15 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

BUILT-RITE II

Lifetime Limited Residential Warranty
10 Year Limited Commercial Warranty

DYNAMITE PLUS

25 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

FREEDOM

25 Year Residential Warranty

IMPACT USA

15 Year Limited Residential Warranty
Limited Light Commercial Warranty
- (Contact Rep for Details)

IRONMAN

Lifetime Limited Residential Warranty
20 Year Commercial Warranty

LIBERTY BOUND

25 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

MALIBU II

Lifetime Limited Residential Warranty
20 Year Commercial Warranty

MANHATTAN II

Lifetime Limited Residential Warranty
20 Year Commercial Warranty

MUSTANG

15 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

PERSEVERANCE

Lifetime Limited Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

PINNACLE

Lifetime Limited Residential Warranty

QUARRY TILE

Lifetime Limited Residential Warranty
20 Year Commercial Warranty
- (Contact Rep for Details)

QUICK FIT

Lifetime Limited Residential Warranty
20 Year Commercial Warranty

RESCUE

Lifetime Limited Residential Warranty
10 Year Limited Commercial Warranty

STONE ELEGANCE II

25 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

TENACIOUS

10 Year Residential Warranty
3 Year Commercial Warranty

THRIVE

15 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

TITAN

25 Year Residential Warranty
15 Year Commercial Warranty

URBAN DESIGN CLICK

15 Year Residential Warranty
Limited Commercial Warranty
- (Contact Rep for Details)

URBAN DESIGN LL

25 Year Residential Warranty
15 Year Commercial Warranty

URBAN DESIGN 12

15 Year Residential Warranty
5 Year Commercial Warranty

URBAN DESIGN 20

20 Year Residential Warranty
10 Year Commercial Warranty