

LIMITED WARRANTY

TRUCOR® FLOORS



Products & Coverage

TRUCOR® flooring will be free from manufacturing defects and, under normal use and maintenance, will not Wear, Fade or Stain resulting in loss of original pattern and color, and the structural integrity of the flooring itself will not be materially impaired by Water Damage as hereafter defined, for the following period of time from the date of purchase: Lifetime Limited Residential / 15 Year Commercial Warranty. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the TRUCOR® Installation Manual.

*The terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential application and use.

Pet Proof

TRUCOR® flooring will resist staining caused by domestic pets (cats or dogs), including urine, feces, and vomit. Stain resistance means the ability of TRUCOR® to resist (minimize or withstand) permanent stains for the duration of the residential warranty period, so long as the original, resident homeowner maintains ownership of the flooring during that period (i.e. coverage is non-transferable). Cleaning of the affected area should begin immediately upon discovery, as any stain becomes more difficult to remove the longer it remains on TRUCOR® flooring.

Pre-Installation

TRUCOR® warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. TRUCOR®/The Dixie Group will not be responsible for any claim for flooring installed with visual defects.

Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, provided that such flooring is installed according to the TRUCOR® Installation Manual. This manual is revised periodically and floors must be installed according to the current manual at the time of installation. Please contact TRUCOR® tech services for the current manual and information.

Replacement/Repairs

The Dixie Group reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Dixie Home repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that The Dixie Group repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, The Dixie Group will supply new flooring material of similar color, pattern and quality to replace the defective area. The Dixie Group will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed. In case of questions regarding the terms of this Limited Warranty, contact TRUCOR® tech services at 706-876-5832. The Dixie Group reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

Definitions / To Be Covered

- "Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.
- "Fade" must be to the degree that the floor is permanently discolored.
- "Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.
- "Water Damage" covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding)

Exclusions

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper cleaning solutions or finishes, unevenness or irregularities. Refer to the TRUCOR® Installation Manual for more details.
- Damage caused by fire, burns, abuse, flooding, spills, scratches, abrasive scouring pads, scuffing, staining, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or "as is"
- This flooring should not be used to seal an existing floor from moisture. It is a floating floor which is waterproof, but this flooring cannot inhibit the growth of mold or mildew nor prevent problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- Installation of TRUCOR® is permitted in residential, enclosed three-season rooms. Installation must occur at room temperature (between 50°F and 100°F / 10°C and 38°C). Failure to comply with these requirements will void this Limited Warranty.
- Only installation techniques described in the TRUCOR® Installation Manual are warranted. Dixie Home does not warrant TRUCOR® installations involving custom cutting, such as 45-degree mitered corners and serpentine edges.

This Limited Warranty is in lieu of any other warranties, express or implied. Please keep your receipt or obtain it from the original purchaser.

The Dixie Group requires the receipt in order to verify date of purchase to help resolve any problems.

Care & Maintenance

Instructions for the care and maintenance of TRUCOR® flooring can be found in the TRUCOR® Installation Manual. The current manual can be obtained by visiting TRUCORfloors.com

Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner. Claims under this Limited Warranty must be made in writing to the following address:

The Dixie Group
475 Reed Road
Dalton, GA 30722-2007
706-876-5832

Effective: January 1, 2019