



Residential & Commercial Products Limited Warranty

Products

Metroflor® warrants its Konecto Products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below.

Installation

This warranty covers materials and reasonable labor costs if professional installation was paid for when the floor was originally installed; provided that such floor is installed according to the [Konecto Technical & Installation Guide](#). This Guide is revised periodically and floors must be installed according to the current Guide at the time of installation. Please check our website for the current Guide.

Replacement/Repairs

Metroflor reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Metroflor repairs or replaces a floor 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 Metroflor repairs a floor, this warranty shall remain in effect with respect to such floor.

Coverage

This warranty covers manufacturing defects, delaminating, loss of original pattern and color due to staining, fading or wear, when the flooring is subject to normal residential and/or commercial use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package.

Terms for Warranty

Within Two Years – If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within two years of purchase, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within Three Years – If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two year but within three years of purchase, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Three Years – If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after three years of purchase but within the warranty period specified below, as applicable, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will not pay labor costs.

In case of questions regarding the terms for warranty, please contact our customer service department at 866-687-6357.

Exclusions

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We can not warrant the product against such claims.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.
- Damage caused by fire, intentional abuse, damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- Minor shading, color or texture differences between samples and delivered product
- Konecto should not be used to seal an existing floor from moisture, it is a floating floor which is water resistant, but Konecto cannot inhibit growth of mold or problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- This warranty is void if prior to installation, Konecto is not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and if post-installation, Konecto is not continuously maintained at such temperature.

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitation and exclusion may not apply.

Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state

This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Metroflor needs the receipt in order to verify date of purchase to help resolve any problems.

Warranty Owner

With respect to the residential warranty, this warranty applies only to a resident homeowner who is the original purchaser of the Konecto product, not to any subsequent homeowner. For details please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Warranty Periods – Plank Collections

| Collection | Residential | Commercial |
|--|-------------|--------------|
| Cork | 25 Years | 10 Years |
| Commercial (Addison, Avalon, Bali) | Lifetime | 12 Years |
| Exotic Woods | 25 Years | 10 Years |
| Home w/UV | 15 Years | 5 Year-Light |
| Mediterranean (Athenian, Roma & Siena Stone) | 25 Years | 10 Years |
| Patina Woods | 25 Years | 10 Years |
| Prestige Deluxe | 25 Years | 10 Years |
| Prestige | 25 Years | 10 Years |
| Project | 10 Years | 5 Year-Light |
| Sierra Plank | 25 Years | 6 Years |

Warranty Periods – Tile Collections

| Collection | Residential | Commercial |
|---------------------------------|-------------|------------|
| Bellagio | 25 Years | 10 Years |
| Mediterranea | 25 Years | 10 Years |
| Safari | 25 Years | 10 Years |
| Sorento | 25 Years | 10 Years |
| Tekstone (Portofino & Estancia) | 25 Years | 8 Years |
| Terra Slate | 25 Years | 10 Years |
| Toscana Stone | 25 Years | 10 Years |