

# MOTO FLOORING WARRANTY INFORMATION



Inhaus Surfaces Limited warrants that MOTO will be free from manufacturing defects and will conform to its published specifications. Under the MOTO Flooring Warranty, MOTO floors are warranted to the original purchaser, from the date of purchase, when installed in accordance with the MOTO Flooring Installation Guide and maintained in line with the MOTO Flooring Cleaning and Care Guide. All documents referenced in this document can be obtained by contacting Inhaus at 888.255.3412, [info@inhaussurfaces.com](mailto:info@inhaussurfaces.com) or online at [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

## **Warranty length:**

- Residential: Lifetime
- Commercial: 15 Years

## **The MOTO Flooring Warranty is a limited warranty and is subject to the following conditions:**

- The floor must be installed and maintained in accordance with the instructions that accompanied the product. Comprehensive installation, and cleaning and care instructions can also be obtained through a retailer, at 888.255.3412 or [www.inhaussurfaces.com](http://www.inhaussurfaces.com).
- This warranty does not cover damage or defects caused by improper sub-floor/surface preparation, improper installation, improper application (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the subfloor), cleaning, care or maintenance in a manner contrary to the MOTO Cleaning and Care Guide, physical abuse to or misuse of the product, scratches, marring, impact dents, chips, freight and handling damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.
- This warranty does not cover failure of the floor to adhere to the subfloor due to, but not limited to, moisture, alkaline, or hydrostatic pressure.
- Surface wear must be visible from a standing position and cover an area greater than 1/2 square inch. gloss or sheen reduction due to use is not surface wear and is not covered by this limited warranty. Walk-off mats must be used at main entrances to minimize abrasive debris and protective mats must be used under wheeled office type chairs.
- This warranty does not apply to water damage caused by flooding, standing water, leaking appliances or pipes, pet urine, damage resulting from water underneath the flooring, or other conditions that cause the floor to become saturated with water.
- This warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture below the floor. MOTO is a waterproof product, but moisture related damage to the building structure or subfloor are not covered under this warranty.
- It is in the installers responsibility to carefully inspect the planks for material damage and visible defects before and during installation and under sufficient lighting. Products installed with visible defects are not covered under this warranty. If defective or damaged planks are found, DO NOT INSTALL them; please contact your retailer within 15 days of purchase for evaluation and replacement product.
- Differences in color between products and samples or photographs are not covered under this warranty. Product should be inspected for color accuracy and approved prior to installation.
- An approved adhesive must be used for this warranty to take effect. To obtain the list of recommended adhesives, contact Inhaus at 888.255.3412, [info@inhaussurfaces.com](mailto:info@inhaussurfaces.com) or visit [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

## COMMERCIAL INSTALLATIONS

For the MOTO Warranty to be valid in commercial applications, the installation site must be listed in the MOTO Recommended Use Guide and be professionally installed. If you are unsure as to whether MOTO is acceptable for your project or site, please contact Inhaus at 888.255.3412. To obtain a copy of the MOTO Recommended Use Guide, contact Inhaus at 888.255.3412, [info@inhaussurfaces.com](mailto:info@inhaussurfaces.com) or visit [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

## WARRANTY TERMS

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact your retailer. Proof of purchase is required.

If a claim under the MOTO Warranty is approved, Inhaus will repair or replace at its option, the affected flooring material. This warranty covers repair and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased (no prorating shall apply to products carrying a lifetime warranty). Labor costs related to installation of product containing obvious visual defects are not covered under this warranty. Labor costs for repair and/or replacement of defective material (with respect to latent defects) are covered under this warranty, but will be limited to the smallest quantity of replacement product necessary to remedy the defective planks. Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty.

Inhaus does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. It extends to the original end-consumer.

Inhaus shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty (including merchantability). This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Inhaus.

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