

Commercial Nylon Carpet Warranty

VOXFLOOR warrants its commercial nylon carpet for a period of 15 years from date of invoice. Under normal use during the warranty period when installed and maintained as recommended in accordance with VOXFLOOR commercial carpet installation and maintenance guidelines, both of which can be found on VOXFLOOR website, VOXFLOOR warrants to the original end-use customers the following:

Items under warranty

Abrasive Wear:

VOXFLOOR warrants that its nylon carpet will lose no more than 10% of the pile face fiber by weight during the warranty period of the carpet. This warranty excludes carpet installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty covers abrasive wear (loss of pile). Changes in appearance caused by soiling, crushing (matting) or pooling are excluded from warranty coverage.

Static Protection:

VOXFLOOR warrants that its nylon carpet will not generate static electricity in excess of 3.5KV when tested using the AATCC 134, during the period specified by the warranty, provided that the carpet is properly installed indoors, and properly maintained, in accordance with VOXFLOOR commercial carpet installation and maintenance guidelines.

Delamination:

VOXFLOOR warrants that the backing of its nylon carpet will not delaminate during the warranty period of the carpet, provided that the carpet is properly installed indoors, and properly maintained, in accordance with VOXFLOOR commercial carpet installation and maintenance guidelines. Claims for delamination will be determined using the ASTM D3936 Resistance to delamination test method.

Dimensional Stability:

VOXFLOOR warrants its nylon carpet will maintain its dimensional stability during the warranty period of the carpet using AACHEN test. This warranty excludes carpet installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty.

Edge Raveling:

VOXFLOOR warrants its nylon carpet will exhibit no edge raveling during the period specified by the warranty, provided that it is properly installed indoors, and properly maintained, in accordance with VOXFLOOR commercial carpet installation and maintenance guidelines. This warranty exclude fraying, edge raveling caused by dragging heavy objects across the carpet pile or by occurrences other than normal foot traffic, or where carpet is cut for access to floor outlets and around trench header ducts.

Limitation

This warranty doesn't cover:

- Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of manufacturing defect in the carpet, including such disfigurement or damage as tears, burns, pulls, cuts, floods, excessive alkalinity, excessive moisture, installation on stairs, damage resulting from improper cleaning agents or methods, neglect, or damage in transit;
- Abuse by any athletic equipment such as roller skates, ski boots, or golf shoes;
- Differential fading from light exposure, shading, pile crush, dye lot differences, or soiling;
- Any condition that would have been visible upon inspection prior to the installation;
- Any condition resulting from other than ordinary wear or from any use for which the product was not designed;
- Any issues related to moisture and alkalinity in the substrate. Moisture and pH testing are not the responsibility of VOXFLOOR.
- Any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions.

Obligations Of Purchaser-Owner / End User

1. Contact authorized dealer or company sales representative for claim service within warranty period.
2. Submit notice of all claims under this warranty including a valid proof of purchase and a detailed description of issue , along with photographs showing the concern.
3. Samples should be preserved completely and submitted for review/testing when it is required.
4. Submit detailed description of the repaired areas , if the repair based on VOXFLOOR suggestion is not effective.

Obligations Of VOXFLOOR

1. Feedback within ten (10) business days upon receipt of claim.
2. If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, VOXFLOOR may replace the affected carpet with available product or refund the proportional purchase price for the affected area. Liability of VOXFLOOR is limited to replacement or refund of defective carpet and does not cover special, indirect or incidental or consequential damages.

VOXFLOOR will not be liable for any incidental, indirect, special or consequential damages in any case. The warranty, remedy and limits of liability contained herein are expressly in lieu of and exclude all other warranties, remedies and liabilities whether express or implied. VOXFLOOR makes no other representation or warranties, express or implied, and hereby disclaims any and all other warranties that may arise by operation of law, including, without limitation, any warranty of merchant-ability or fitness of its products for any particular purposes.