



15 YEAR LIMITED WARRANTY

PRODUCT

Cleo Contract flooring is backed by a 15 Year Limited Commercial Warranty to be free of manufacturing defects from the date of purchase through the limited warranty period.

TERMS

The Cleo Contract product that you purchased is guaranteed to be free from manufacturing defects.

Within One Year: If a defect covered by this warranty is reported to Congoleum in writing within one year of purchase, Congoleum, upon verifying the defect, will supply new material of the same grade sufficient to repair or replace the defective material. Congoleum will also pay reasonable labor costs as published in RSMMeans® if the floor was installed by a professional flooring installer/contractor following Cleo Contract Installation Instructions.

Within Two Years: If a defect covered by this warranty is reported to Congoleum in writing after one year but within two years of purchase, Congoleum, upon verifying the defect, will supply new material of the same grade sufficient to repair or replace the defective material. Congoleum will also pay fifty percent of the reasonable labor costs as published in RSMMeans® if the floor was installed by a professional flooring installer/contractor following Cleo Contract Installation Instructions.

After Two Years: If a defect covered by this warranty is reported to Congoleum in writing after two years of purchase up to fifteen years, Congoleum, upon verifying the defect, will supply new material of the same grade sufficient to repair or replace the defective material. Congoleum will not pay labor costs.

Congoleum will pay no labor costs to repair or replace material with defects that were apparent before or at the time of installation.

EXCEPTIONS AND LIMITATIONS:

This warranty applies from the date of purchase, extends to the original end-user, and is not transferable.

The following are not covered by this limited warranty:

- Problems due to improper installation, installation over non-recommended subflooring, improper subfloor preparation or improper installation products.
- Wear resulting from chairs or furniture that do not have proper floor protectors.
- Problems due to accidents, abuse, or improper end-user activities, including damage that may occur during renovation or construction.
- Problems due to moisture, mildew, alkalinity or hydrostatic pressure in the subfloor.
- Indentations, scratching, or any other surface damage that occurs during or after installation as a result of improper use, maintenance, negligence or care, including improper loading of rolling loads, and indentations from spiked heels or spiked shoes.
- Color or design variations from samples and literature.
- Use of improper floor care products or improper maintenance practices.

WARRANTY REMEDY

If your Cleo Contract floor fails to perform under the conditions of this warranty, Congoleum will at its option repair the defective area(s) or supply new Cleo Contract material of the same color, design, and grade, if available; if unavailable or discontinued, Congoleum reserves the right to select and supply similar Cleo Contract materials. This does not preclude replacement for other reasons as deemed appropriate by Congoleum. Congoleum will not pay for cabinet, appliance, or other fixture removal or replacement. After corrective action is taken on an existing defect, you will continue to receive the warranty coverage for the remaining period of your original warranty.

HOW TO MAKE A CLAIM

If you find a defect or other matter covered by this warranty, you should promptly notify the retailer/contractor who sold the floor covering material, or you may contact Congoleum directly. Notice of a claim under this warranty must be in writing and must include proof of purchase. The correspondence with the retailer or Congoleum should include the product purchased, the amount purchased, installation costs (if applicable) and the date of purchase.

If you submit your claim directly to Congoleum, Congoleum will contact you within 15 days of receipt of your claim to verify that the claim has been made.

You may submit your warranty claim directly to Congoleum at: Congoleum Corporation, Dept. C, 3500 Quakerbridge Road, P.O. Box 3127, Mercerville, NJ 08619.

CONSEQUENTIAL OR INCIDENTAL DAMAGES

Congoleum excludes and will not pay consequential or incidental damages under this warranty. By this we mean that Congoleum will not cover or pay for any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors, trim moldings, disconnection/reconnecting appliances or fixtures such as cabinets, or moving of furniture/appliances.

NO IMPLIED WARRANTIES

There are no implied warranties, including warranties of merchantability and fitness for a particular use, extending beyond this warranty.

YOUR LEGAL RIGHTS

This warranty gives you specific legal rights and you may also have other rights which vary from state to state, except for these other rights, the remedies in the above warranties state the limit of Congoleum Corporation's responsibility.

No representative, employee, or agent of Congoleum is authorized to modify or change the limited warranties stated herein.

CONTACT US

If you have any questions regarding your new Cleo Contract floor, need additional maintenance information or require any other assistance, please call Congoleum Information at 609-584-3000, Monday through Thursday, 8:30 a.m. to 5:00 p.m. EST or visit our website at www.congoleum.com.

Thank you for choosing Cleo.