



ESSENTIAL
FLOOR
PRODUCTS

AVALON Warranty

Lifetime residential limited warranty 15 Year commercial limited warranty

EFP will furnish replacement flooring free of charge from loss of structural integrity and/or a loss of original pattern or color under normal residential/commercial use of Avalon Luxury Vinyl Flooring. EFP warranty extends only to the original end-user and is not transferrable. EFP WARRANTY will apply only to quality issues from faulty production. This warranty is non-transferable and is pro-rated.

EFP provides a 2-year Limited Warranty that it's Avalon Luxury Vinyl Flooring products are free from manufacturing and visual defects for a specified length of time from the date of purchase of the Products. If the Products are found to be defective, EFP will supply new product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area if the original floor was installed according to the directions. Products that are non-defective but are damaged during an improper installation would not constitute a valid claim as defined by this limited warranty. EFP reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim.

All planks purchased for an installation should be inspected by you or your installer. Planks that appear to be visually defective should not be installed. If visually defective planks of the products are installed in the subject claimed floor, EFP will not be responsible for the claim. If a problem occurs during the installation the job should be stopped immediately. The proper redress is to immediately report the problem to your dealer and distributor who, in turn, will contact EFP. Any costs caused by continued installation after the problem is reported will not be covered by EFP.

This limited warranty covers manufacturing and visual defects, delaminating, loss of original pattern and color due to staining, fading, or wear-through when the flooring is installed in normal residential and/or commercial applications, provided the Product is installed and maintained according to the instructions in the Installation and Maintenance Guide in effect at the time of the product purchase.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls) or the removal or reinstallation of the affected material, and any other incidental or consequential damages. This warranty is in lieu of any other warranties expressed or implied. This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

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Warranty Exclusions and Conditions

- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or “as-is” goods.
- Warranty coverage applies only to the original purchaser and the original installation site and is not transferrable.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owner’s Manual.
- Warranty does not apply to floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or exterior applications.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to product sold through unauthorized dealers.
- Environmental conditions must be maintained as specified, with a temperature of 65-85F (18-29C) at all times. If installed over radiant heating systems, the surface temperature of the subfloor must not exceed 85F (29C).
- Warranty coverage does not apply to conditions caused by improper use or maintenance such as:
 - Damage that results from not following floor maintenance instructions
 - Scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, or other chemicals.
 - Damages caused by burns, flooding, fires and other accidents.
 - Damage caused by abuse such as dragging heavy or sharp objects across the floor without proper protection for the floor. Exposure to pebbles, grit, sand, and other abrasives.
 - Damage caused by caster wheels or vacuum cleaner beater bars.
 - Failure to replace furniture glides and round-headed hard plastic glides with floor protectors made of non-staining felt on furniture legs.
- Warranty coverage does not cover discoloration from heat or sunlight.

Structural integrity means the cohesion between layers of the product will remain intact when installed, cared, and maintained per manufacturer guidelines.

Wear-Through means complete loss of the wear layer so that the printed pattern or design of the floor is altered.

Not recommended for heavy commercial applications such as airport terminals, supermarket aisles, department store aisles, commercial kitchens, and similar applications where extremely high foot traffic severely impacts the floor.