



Achieve Warranty

-

PLAE warrants against manufacturing defects in Achieve for a period of fifteen (15) years from the date of manufacturing. Warranty does not cover damage to installed materials due to improper installation, misuse, abnormal wear and tear or methods of upkeep. Warranty is in lieu of any other warranty, whether expressed or implied, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose. If there are defects in material, PLAE will replace the flooring at a pro-rated cost, per the following amounts, based on current prices at the time of replacement.

- 1-3 years: 100 percent
- 4 years: 90 percent
- 5 years: 80 percent
- 6 years: 70 percent
- 7 years: 60 percent
- 8 years: 50 percent
- 9 years: 40 percent
- 10 years: 30 percent
- 11 years: 20 percent
- 12-15 years: 10 percent

This warranty does not cover floor damage caused (in whole or in part) by fire, winds, floods, moisture, other unfavorable atmospheric conditions or chemical action, nor does it apply to damage caused by ordinary wear, misuse, abuse, negligent or intentional misconduct, aging, faulty building construction, concrete slab separation, faulty or unsuitable subsurface or site preparation, settlement of the building walls or faulty or unprofessional installation. PLAE shall not be liable for incidental or consequential losses, damages or expenses directly or indirectly arising from the sale, handling, or use of the materials (goods) or from any other cause relating thereto.

All claims by the owner under this warranty must be made in writing to PLAE within thirty (30) days of the owner receiving notice of defect. PLAE's obligation under this limited warranty is restricted to the isolated value of the product involved. PLAE solely holds the option to replace either all of the product or only the affected part of the product. PLAE's replacement policy is to supply the end user or contractor with a new product based on original specifications at the time of manufacturing.

The warranty does not cover dissatisfaction or problems or other damages to the materials due to, or as a result of:

1. Improper installation and/or improper maintenance
2. Use of harsh, harmful or abrasive chemicals (e.g. chlorine, solvents, etc.), as well as acidic foods
3. Wear or tear by chairs or other furniture lacking proper floor protection
4. Shading (color variation) of individual pieces due to natural variations
5. Color variation between samples and/or printed illustrations and actual products
6. Wear or product degradation expected from use of product or environment of installation
7. Chewing, clawing, or any other animal destruction
8. Acts of negligence, misuse, or willful/accidental external influences including, but not limited to, vandalism and acts of war