
LIFETIME RESIDENTIAL LIMITED WEAR WARRANTY

The finish of the RigidCore Plank is warranted by Global GEM not to wear through under normal use for the life of the product. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Scratches and/or Gloss reduction are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. Scratches and scuffs made by normal wear and tear, neglect, or abuse are not covered under this warranty. This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

1. The flooring must be used only indoors in a dry, climate-controlled area. (Interior Sun Rooms and/or “Florida Room” are approved between 33°F/1°C and 140°F/60°C).
2. The flooring must be maintained in accordance with Global GEM maintenance instructions.
3. This limited warranty does not apply to water damage to the subfloor of any kind. The waterproof nature of this warranty applies to the following:
 - Planks will not buckle or lose structural integrity due to water spills, mopping or cleaning.
 - Planks will remain structurally sound when flooding is addressed and eliminated within a 24hr period.
 - These waterproof planks are not designed to act as a moisture barrier.
4. This limited 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 (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture standing for a time under the floor.
5. This limited warranty does not apply to transitional moldings and trims.
6. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

LIFETIME LIMITED STRUCTURE WARRANTY

The RigidCore floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, Global GEM will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a defect occur, we will arrange a refund based on the original purchase of the product.

10 Year Limited Light Commercial Warranty

Global GEM warrants that the wear layer of the 6.5MM RigidCore Flooring with 20mil wear-layer will not wear through under normal light commercial use for a period of ten (10) years from the date of purchase. Wear layer wear-through is defined as 100% wear layer wear-through over a minimum of 3% of the total installation. Scratches and gloss reduction are not considered surface wear. This warranty is non-transferrable and applies only to the original purchaser and only if used in the following commercial areas:

Retail Areas: Product Display Areas, Sales Floors, Novelty Shops, Boutiques, Showrooms, Hair Salons, Hallways, Entryways (walk-off mats are required)

Medical Offices: Waiting Rooms, Patient Rooms, Exam Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required)

Institutional: Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residence Halls, Hallways

Hotels: Guest Rooms, Meeting Rooms, Conference Rooms, Lobby

Office Buildings and Restaurants: Offices, Meeting Rooms, Conference Rooms, Restaurant Floor, Break Rooms, Showrooms

Multi8family: Rental units, leased properties, and apartments

The flooring must be installed properly in accordance with the manufacturer's installation guidelines. The floor must be used indoors in a dry, climate-controlled area. Installation of flooring that contains a manufacturing defect is not covered under this warranty. The floor must be maintained properly in accordance with the manufacturer's guidelines.