

## SONO Warranty Information

Inhaus guarantees that SONO floors are warranted to the original purchaser, from date of purchase, when installed in accordance with the SONO Installation Guide and maintained in accordance with the SONO Care and Maintenance Instructions.

Inhaus warrants that:

- SONO will be free from manufacturer defects.
- The decorative surface of SONO will not wear through.
- Seams will not unlock under normal use conditions.
- SONO will not fade or discolor due to natural or artificial light.
- SONO will resist staining.

## Waterproof Warranty

- SONO is a waterproof product, meaning that upon exposure to water the integrity and dimensional stability of the product will not be affected. While moisture will not affect the structure of the planks or tiles, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- SONO does not create a waterproof membrane when installed. This Warranty excludes damage to surrounding materials caused by moisture spilling off or through the floor.
- This Warranty excludes damage to SONO caused by, but not limited to damage from hydrostatic pressure, flooding, or other conditions that result in moisture in contact with SONO for periods or quantities in excess of normal use.

## Residential Warranty

The Warranty is a limited Residential Use Warranty and is subject to the following conditions:

- The floor must be installed in interior applications only and maintained in accordance with the instructions that accompanied the product. Comprehensive installation instructions can also be obtained through a retailer, at [www.inhaussurfaces.com](http://www.inhaussurfaces.com), or by calling 888.255.3412

- This Warranty does not cover damage or defects to SONO caused by improper sub-floor/surface preparation, improper installation (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the sub-floor), improper application, improper cleaning, care or maintenance in a manner contrary to the instructions as provided, physical abuse to or misuse of the product, accidents causing scratching, marring, or cutting, freight damage, modification, alterations of either chemical or physical characteristics to the product, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.
- A suitable underlayment is required for all warranted floating installations. For installations on concrete sub-floors, below grade level or in moisture-prone areas, a suitable underlayment with moisture barrier must be used to validate the Warranty.
- Surface wear must be visible from a standing position and cover an area greater than 1/2 square inch. Gloss or sheen reduction due to use is not considered surface wear and is not covered by this Warranty.
- This Warranty does not cover indentation damage or damage caused by point loading in excess of normal use conditions.
- Planks must be checked carefully for material damage and visible defects before and during installation and under sufficient lighting. Products installed with visible defects are not covered under this Warranty. If you spot what you believe to be a manufacturing or visual defect on a particular plank, DO NOT INSTALL IT; please contact your retailer within 30 days of purchase for evaluation and replacement product.
- If flooring is being adhered to a sub-floor as a glued-down installation the entire floor must be completely adhered. Only appropriate adhesives should be used. Using inappropriate adhesives may void the Warranty. For more information on approved adhesives please contact technical support at 888.255.3412 or visit [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

## Commercial Use Warranty

The Commercial Use Warranty is a limited Warranty to the original purchaser and is subject to the same Terms and Conditions as the Residential Warranty. Under the Commercial Use Warranty, Inhaus warrants that the decorative surface will not wear through. The Commercial Use Warranty is applicable to installations in the following areas without immediate access to street traffic:

- Offices
- Hotel rooms and suites
- Hotel conference and multipurpose rooms
- Retail stores (novelty shops/boutiques)

This Warranty is not applicable to installations in heavy commercial areas such as, but not limited to, airports, restaurants, bars, etc. To validate the Commercial Use Warranty, the flooring must be professionally installed following installation guidelines and only installed in dry interior areas. In case of doubt about a specific type of location, please contact at 888.255.3412.

## Warranty Terms

In the event that you have a Warranty issue, the claim must be made in writing within 30 days after the claim has been detected. To make a claim, contact your retailer. Proof of purchase is required.

If a claim under this Warranty is approved, Inhaus will repair or replace at its option, the affected flooring material. This Warranty covers costs of repair and replacement of affected materials up to a value prorated for the time elapsed since the floor was purchased (no prorating shall apply to products carrying a lifetime Warranty). Labor costs related to installation of product containing obvious visual defects are not covered under this Warranty. Labor costs for repair and/or replacement of defective material (with respect to latent defects) are covered under this Warranty, but will be limited to the smallest

quantity of replacement product necessary to remedy the defective planks. Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original Warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this Warranty.

Inhaus does not authorize any person to create for it any other obligation or liability in connection with this product. This Warranty is not transferable. It only applies to the original purchase.

Inhaus shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this Warranty (including merchantability). This Warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Inhaus.