



GOHAUS

Inspired Spaces For Everyday Life

Vinyl Click Flooring Limited Warranty

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**4.3 mm x 6.65" x 48" / .3 mm wear layer
(4.3 mm x 169 mm x 1210 mm / .3 mm wear layer)**

Congratulations on the purchase of your GoHaus Luxury Vinyl Floors! We take great pride in designing premium products that are constructed out of the best materials, and protected with the best finishes. All our collection products are backed by a warranty that either meets or exceeds industry standards.

Warranty owner:

This warranty extends only to the original end-user. Warranties are non-transferrable. No installer, retailer, distributor or agent, or employee of GoHaus may alter the obligations or limitations of any GoHaus warranty.

GoHaus warrants its LVT (Luxury Vinyl Tile) flooring to be free from manufacturing defects for the period of time specified below from the date of purchase.

30-Year Residential Limited Warranty:

GoHaus warrants its Click Construction vinyl flooring to be free from manufacturing defects in residential environments for 30 years from the date of purchase.

5-Year Light-Commercial Warranty:

GoHaus warrants its Click Construction vinyl flooring to be free from manufacturing defects in light-commercial applications for 5 years from the date of purchase.

What is covered by the GOHAUS warranty:

Your GoHaus Click Construction floor is warranted against wear from normal household conditions, and will resist wearing through the wear-layer and resist water damage under normal use conditions.

It is also warranted against milling, manufactured defects, color fading or discoloring, and edge curling. Waste factor is an industry term that refers to an allowance for manufacturing defects in flooring and is represented by a percentage. Accordingly, it is warranted that no more than 5% of total square footage of your purchase will exhibit any manufacturing defects.

What this warranty does not cover:



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Excessive Moisture: Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. While your vinyl floors are water resistant, they are designed for day-to-day use in dry conditions.

Extreme Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, including from radiant heat, or exposure to sand); indentations and scratches from excessive use (such as high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors), improper maintenance and accidents; misuse and abuse.

Gloss Reduction: Loss of gloss is not finish wear and not a product defect. All finishes lose their luster over time.

Waste: Industry standards allow for a limited amount of defective product (5% or under). Although our floors do not typically have any defects, the 10% industry-recommended waste factor will cover this.

Application of other finishes: This warranty covers the factory applied finish. Applying another finish and/or sanding in preparation for another finish may damage the factory applied finish and voids warranty against finish and wear.

Poor Installation: GoHaus is not liable for damage from improper or negligent installation. This includes damage caused by subfloor and job site environmental deficiencies; improper transportation, acclimation and storage; any other methods or techniques that conflict with GoHaus Installation Instructions.

Installed Defective Flooring: As is industry standard for ALL floor coverings, installation constitutes acceptance of visual defects. If you come across a defective board, DO NOT install it.

Color Variation: Due to lot variation and sensitivity to light, vinyl flooring will have color variation, from plank to plank and from box to box. This warranty does not cover minor color variation from samples, or previously installed flooring.

Color Change: All flooring is sensitive to light, and will change color over time. This warranty does not cover natural color changes due to exposure to light.

Odd Lots: GoHaus occasionally offers deeply discounted flooring as an “odd lot”. These are floors that are closeouts, will not be offered again, and do not have manufacturer support. These products are explicitly offered “as is,” and are not covered by any warranty, written or implied.

Consequential Damage: Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in

appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

Tips for maintaining your warranty:

Inspect for Visible Defects: Before beginning any installation, you and the installer should examine all planks to ensure they are satisfactory. If any planks are unacceptable due to color, finish, milling or any other reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.

Plan on being present during installation to ensure that all required procedures are completed and planks with visible defects are not installed. It is important to inspect individual planks and to frequently step back to observe the “whole picture” before installation is completed.

What GOHAUS will do:

If your floor fails and is within the guidelines of this warranty, we will provide a credit for the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor) in excess of the applicable waste factor mentioned in “What’s Covered.” A store credit is the sole remedy under this warranty and can be used for store product purchases only. There is no guarantee that the same or a similar product to the original flooring will be available at the time a store credit is issued.

We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

UNDER NO CIRCUMSTANCES WILL OUR LIABILITY ARISING OUT OF OR RELATING TO THE PURCHASE OF YOUR FLOORING EXCEED THE TOTAL SUM PAID BY YOU FOR THE FLOORING AT ISSUE.

How to get service:

Please contact GoHaus by telephone at 1-844-463-5667, by mail at 1501 Front Street #115, San Diego, CA 92101, or by email at support@gohaus.com.

Where possible, any complaints made under this warranty will be resolved within 30 days. However, due to the nature of certain complaints and/or forces outside GoHaus' control, certain complaints may take longer to resolve.

Your rights:

The terms above represent the sole and exclusive warranty with regard to your GoHaus Click Construction flooring.



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This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province. We maintain the exclusive right to alter the obligations and limitations of this warranty.

THERE ARE NO OTHER WARRANTIES BEYOND THIS EXPRESS WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (INCLUDING SLIP RESISTANCE, FIRE RESISTANCE OR ANY OTHER SAFETY FACTORS NOT SET FORTH IN COMPANY'S SPECIFICATIONS), ARE EXCLUDED. NO IMPLIED WARRANTIES OF ANY KIND ARE PROVIDED. EXCEPT AS HEREIN EXPRESSLY STATED, THERE ARE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, FOR ANY BREACH OF CONTRACT, PRODUCTS LIABILITY, STRICT LIABILITY, NEGLIGENCE OR PART THEREOF FURNISHED HEREUNDER. THE PARTIES AGREE THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES AND/OR GUARANTEES, EXPRESS OR IMPLIED, ARE EXCLUDED FROM THIS TRANSACTION AND SHALL NOT APPLY FOR THE CONTRACT PRODUCTS.