



GULISTAN

HARD SURFACES



Consumer Luxury Vinyl Flooring
Warranty and Maintenance Guide

gulistanfloors.com

Thank you for purchasing new Gulistan Luxury Vinyl Flooring

Gulistan stands behind the quality and craftsmanship of every product we sell.

You have selected a Luxury Vinyl Flooring known for style, quality, and value that we know you will enjoy for years to come.

To determine which warranty applies to the Gulistan LVF you purchased, your retailer should include the following information on your invoice or complete the following information at the time of purchase:

Style Name and # _____

Price Per SF _____

Invoice # _____

Purchase Date _____

Installation Date _____

SF Purchased _____

Retailer Name and Address _____

This document is designed to help you understand the warranties that apply to your new LVF, as well as, how to properly care for and maintain its beauty. Please retain this warranty document along with a copy of your original invoice, cleaning receipts, and two square feet of excess, unused LVF after installation.

LIMITED RESIDENTIAL WARRANTY

Our Luxury Vinyl Plank & Rigid Vinyl Plank products are backed by a Limited Residential Warranty for manufacturing defects as described below.

The Luxury Vinyl Plank & Rigid Vinyl Plank flooring you purchased is guaranteed to be free from manufacturing defects, delamination, and loss of original pattern due to the wear layer wearing through to expose the core material over a minimum of 3% of the installation. Gloss reduction or surface scratches are not considered surface wear. This warranty is in effect when the floor is subject to normal residential use provided the flooring covered by this warranty was installed and maintained according to Gulistan's published instructions. If a manufacturing defect is found in your floor, upon verification of the defect, Gulistan will arrange a pro-rated credit based on the terms outlined in the "Terms & Conditions" section below. If your floor was installed by a professional flooring installer/contractor pursuant to Gulistan's installation instructions, Gulistan will also pay reasonable professional labor costs to repair your floor or install your replacement floor if the defect is reported within the first year of the original purchase, and 50% if the defect is reported within the second year from the original purchase. Labor costs will not be reimbursed if the defect is reported more than two years after the original purchase.

LIMITED LIGHT COMMERCIAL WARRANTY

Our Luxury Vinyl Plank & Rigid Vinyl Plank products are backed by a Limited Light Commercial Warranty for manufacturing defects as described below.

The Luxury Vinyl Plank & Rigid Vinyl Plank flooring you purchase is guaranteed to be free from manufacturing defects, delamination, and loss of original pattern due to the wear layer wearing through to expose the core material over a minimum of 3% of the installation. Gloss reduction or surface scratches are not considered surface wear. This warranty is in effect when the floor is subject to normal light commercial use (as listed below) provided the flooring covered by this warranty was installed and maintained according to Gulistan's published instructions. If a manufacturing defect is found in your floor, upon verification of the defect, Gulistan will arrange a pro-rated credit based on the terms outlined in the "Terms & Conditions" section below. If your floor was installed by a professional flooring installer/contractor pursuant to Gulistan's installation instructions, Gulistan will also pay reasonable professional labor costs to repair your floor or install your replacement floor if the defect is reported within the first year of the original purchase, and 50% if the defect is reported within the second year from the original purchase. Labor costs will not be reimbursed if the defect is reported more than two years after the original purchase.

Light Commercial is defined as Inside condominiums, apartments, & hotel rooms. Small retail shops and waiting rooms are also considered Light Commercial areas. Areas not covered by the Limited Light Commercial Warranty include, but are not limited to: Condo, Hotel, or apartment common areas, large retail stores, areas subject to frequent rolling loads, large commercial applications (education/institutional, hospital/healthcare, large retail, commercial office space), assisted living facilities, anywhere commercial cleaning machines will be used. Please contact Gulistan for any clarification needed with regards to areas covered by the Light Commercial Warranty.

WHAT DOES WATERPROOF MEAN?

When exposed to water, Gulistan's Rigid Vinyl Planks will not swell, buckle, or lose structural integrity due to moisture from recommended maintenance or moisture from everyday household spills. All sources of subfloor moisture should be removed or remediated prior to installation. In the case of standing water, Gulistan's Rigid Vinyl planks will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. This warranty covers topical moisture as long as the water does not flow over the edge of the surface. Any damage to the subfloor and/or surrounding structure that is caused by standing water is not covered by this warranty. Gulistan's Glue Down Luxury Vinyl Plank is not covered under the Waterproof portion of this warranty.

LIMITED WARRANTY TERMS & CONDITIONS

The length of each warranty is determined by the product’s wear layer thickness.

Wear Layer Thickness	Residential	Light Commercial
6 mil	15 Years	N/A
12 mil	25 Years	7 Years
20 mil	30 Years	10 Years
22 mil	35 Years	12 Years

Schedule of Proration

	Residential	Light Commercial
Date Reported from Original Purchase	Percentage of Material Purchase Credit	Percentage of Material Purchase Credit
1 st Year	100%	100%
2 nd Year	100%	90%
3 rd Year	100%	80%
4 th Year	90%	60%
5 th Year	70%	40%
6 th Year	50%	20%
7 th Year	30%	10%
8 th Year	20%	10%
9 th Year	10%	10%
10+ years	10%	10%

EXCEPTIONS AND LIMITATIONS

1. All warranties apply from the date of purchase and only to the original owner of the floor.
2. Wear from chairs or other furniture without proper floor protectors is not covered.
3. Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
4. Sub-floor irregularities can cause premature wear on the wear layer and will void the warranty.
5. Dissatisfaction or damage due to improper installation or installation contrary to Gulistan’s recommendations will void the warranty. Installation instructions are included in each carton of material and are available online at www.gulistanfloors.com.
6. Labor on material installed with obvious defects is not covered by these warranties.
7. Labor costs on repair or replacement of material which was not originally professionally installed are not covered by this warranty.
8. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty, except as outlined in the Waterproof section of this document.
9. Using non-recommended floor care products may damage the floor and void the warranty.
10. Purchase of “closeouts”, “seconds”, “remnants”, “mill trials” or other “irregular” (non-first quality) flooring material, or material not part of, or available in the regular Gulistan product line are not warranted.
11. Warranty will be voided if product is removed from the site of original installation
12. Residential Warranty applies only to owner occupied spaces. The Light Commercial Warranty applies to residential rental properties, as well as the spaces described in the Light Commercial Wear Warranty section.
13. Warranties are voided if product is installed outdoors, or in a non-climate controlled space.
14. Exposure to long periods of direct sunlight can lead to thermal expansion, causing the planks to expand and curl. This is not a covered item under these warranties, and Gulistan strongly recommends the use of blinds, curtains, or window treatments to prevent long term exposure to direct sunlight.
15. Rolling Chairs require the use of chair pads.

Note: If the Gulistan floor fails to perform as stated in the applicable Limited Warranty, Gulistan will, at its option: (i) repair without charge the affected flooring to conform to the warranty; or (ii) replace the affected flooring without charge, with flooring of equal value and/ or quality. Gulistan will also pay for reasonable labor costs per the conditions stated above. Gulistan will not pay for the removal or replacement of cabinets, appliances, or other fixtures. Replacement floors are warranted only for the remaining time of the original warranty and are not warranted to match samples or marketing materials (ie. photographs, website, etc.) or match in color, production lot, and gloss with your existing floor. THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, GULISTAN WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. EXCEPT AS SET FORTH HEREIN, THERE ARE NOT EXPRESS WARRANTIES MADE BY GULISTAN.

MAINTENANCE & CARE

Routine Floor Care

- Sweep the floor with a soft bristled broom to remove loose dirt.
- Damp mop with well wrung mop.
(Daily or as needed)
- Use of Steam Mops may damage the floor and will void the warranty.
- Spills should be cleaned up immediately.
- If a deeper cleaning is desired, clean the floor using a properly diluted pH Neutral cleaner designed for vinyl flooring such as: Armstrong Once n' Done, Rejuvenate Luxury Vinyl Floor Cleaner, or Bona Pro Series Luxury Vinyl Floor Cleaner. Follow label instructions.

Prevention

- The single greatest cause of damage to any flooring or floor finish is abrasion from dirt and grit. Wherever possible, use walk off mats at entrances and doorways.
- Use non-staining floor protectors under heavy furniture, chairs, and tables.
- Routinely clean or change protectors on chairs and furniture.
- Make sure to avoid rubber back rugs and mats. These can trap moisture and lead to discoloration of the flooring.
- Always use plywood or other boards when moving heavy objects across the floor.
- Never push, pull, or drag furniture, appliances, or heavy objects across the floor.

How to File a Claim

Notify the LVF retailer who sold you the Gulistan LVF in writing describing the problem in as much detail as possible and provide proof of purchase and proof of maintenance (if applicable). Photos and detailed descriptions will help expedite the process.

If you are unable to contact your retailer please write to Gulistan at:

Gulistan Floorcoverings

Attn: Claims

PO Box 1483

Chatsworth, GA 30705

