



# WARRANTY

---

## LIMITED WARRANTY

This product has been manufactured and tested to the highest quality standards by Lusso™ (“Lusso”). This warranty is limited to Lusso Laminate and LVT (luxury vinyl flooring) flooring products purchased by a consumer in the United States or Canada and installed in either the United States or in Canada.

## WHO IS COVERED BY THE WARRANTY

This warranty extends to the original purchaser only. This warranty is non-transferable.

## HOW TO QUALIFY FOR AND ACTIVATE THIS WARRANTY

Please visit [www.abitarproject.com/warranty](http://www.abitarproject.com/warranty) or refer to the warranty documents (if furnished with this product) and complete the Lusso Warranty Registration Form. The Registration Form must be completed and submitted within thirty (30) days of purchase in order to confirm warranty validity. A copy of the original purchase receipt must be included.

## WHAT IS COVERED BY THE WARRANTY

The warranty covers only your Lusso manufactured product. Nella warrants this product against defects in material and/or workmanship as follows: Lusso (at its sole discretion) will replace parts or any product or part of the product that proves defective because of improper workmanship and/or material - when the product has been used in normal use conditions with proper installation (by a qualified plumber or technician) service, and maintenance. If Lusso is unable to provide a replacement product, part and repair is not feasible or cannot be made in timely manner, Lusso may elect to refund the purchase price in exchange for the return of the product.

## WARRANTY

AGP International Inc. (“Lusso”) Laminate and LVT (luxury vinyl tile) products are warranted as follows:

### LIMITED RESIDENTIAL WARRANTY (RESIDENTIAL SINGLE-FAMILY DWELLINGS)

#### 12MM LAMINATE FLOORING

Lusso 12mm laminate floor covering products are warranted to the original purchaser to be free of defects in material and workmanship for twenty-five (25) years from date of purchase.

### LIMITED RESIDENTIAL WARRANTY (RESIDENTIAL SINGLE-FAMILY DWELLINGS)

#### 8MIL / 12 MIL / 20 MIL LVT AND LVP FLOORING

From the date of purchase, Lusso 8mil LVP (luxury vinyl plank) floor covering products have a 15 year limited residential warranty, and a 5 year light commercial warranty. 12mil products have a 30 year limited residential warranty and a 7 year light commercial warranty. 20 mil products have a lifetime limited warranty and a 10 year light commercial warranty.

### COMMERCIAL LIMITED WARRANTY - (MULTIFAMILY DWELLINGS)

Lusso laminate and LVP (luxury vinyl floor) products are warranted to be free of defects in material and workmanship for one (1) year from date of purchase. This limited warranty applies to any Lusso product installed or used in a “for rent” multi-family or commercial dwelling including but not limited to apartment complexes, and condominium projects.

## LENGTH OF LIMITED LIFETIME WARRANTY

Replacement or repaired parts of products will be covered for the term of this warranty, as stated in the following sentences below:

If you are the original consumer who purchased a Lusso product for use primarily for personal, family or household purposes, this warranty is valid for as long as you own the product and use the product in the home which the product was originally installed. If you purchased the product for use primarily for any other purpose, including but not limited to a commercial purpose or multi-family residential environment, this warranty is valid only for one (1) year.

### THIS WARRANTY DOES NOT COVER, AND NELLA WILL NOT ABSORB COSTS FOR:

A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.

B. Conditions, malfunctions or damage resulting from (1) standard and customary wear and tear, (2) installation by a person other than a qualified and licensed contractor or flooring technician, (3) improper maintenance, misuse, abuse, negligence, accident or physical alteration of the product; (4) the use of abrasive, acidic cleaning agents or “no-rinse” cleaning products, (5) the use of the product in any manner contrary to the products intended manufactured use and/or purpose.

---

Flooring installed in moist, humid, and/or non-climatized environments. Flooring must be installed indoors only in a climate controlled environment.

Mouldings and accessories are not covered by this warranty.

C. Any connected materials and products, or related products not manufactured by Lusso.

D. Labor and other expenses for disconnection, de-installation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product.

**E. Lusso will not be responsible for any incidental or consequential damages. Incidental or consequential damages are specifically excluded from this warranty. No additional warranties, express or implied are given.**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This warranty gives customer specific legal rights, and customer may also have other rights which vary from state to state.

---

## **WARRANTY PARTS OR INFORMATION**

To obtain parts and accessories, or submit a warrant ticket please visit [www.abitarproject.com/support](http://www.abitarproject.com/support)