



USA

June 2026

Limited Warranty

LVP Products:

5mm RANCH & HACIENDA Collection

7mm ARCADIA Plank & Herringbone Collections

Limited Warranty

- Visual Appearance Warranty
- Wear-Through Warranty
- Limitation of Warranties
- Exclusions
- Liability Limitations
- Making Warranty Claims

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Limited Warranty

Subject to the terms of this Limited Warranty (this “Warranty”), Kährs International, Inc (“Kährs” or “we”) provides to the original end-user purchaser (the “Purchaser” or “you”) of the 5mm Ranch & Hacienda and 7mm Arcadia collections of LVP flooring, for the applicable Warranty Period as defined in the chart below: the Visual Appearance Warranty and Wear-Through Warranty.

Warranty Type	Warranty Period
Visual Appearance Warranty	Prior to installation but no later than sixty (60) days after delivery
Residential Wear-Through Warranty* <i>(*not applicable for moldings)</i>	<i>Flooring Costs + Labor Allowance:</i> 1 Year, beginning on the date of delivery to the Purchaser (the “Initial Warranty Period”)
	25 Years , beginning on the date of delivery to the Purchaser
Commercial Wear-Through Warranty** <i>(**not applicable for moldings)</i>	5 Years – Ranch&Hacienda Collection, beginning on the date of delivery to the Purchaser
	10 Years – Arcadia Collections, beginning on the date of delivery to the Purchaser

This Warranty is non-transferable and applies only to the original Purchaser and the original installation location. The Residential Warranty term applies solely to residential indoor use for personal household purposes. The Commercial Warranty term applies only when the Flooring is used for approved light-commercial purposes and installed in applications approved by Kährs in accordance with all applicable installation instructions.

✓ Visual Appearance Warranty

Subject to the terms of this Warranty, Kährs warrants to you that, for the Warranty Period, each plank of Kährs LVP Flooring and moldings will be free from visual defects in material and workmanship (the “Visual Appearance Warranty”).

If a visually defective plank or molding is identified **prior to installation**, Kährs will, as its sole responsibility, and the Purchaser’s sole remedy, replace the affected Flooring at no charge.

Installation of any Flooring plank or molding constitutes full acceptance of its visible appearance, color, finish, dimensions, and condition by the installer and the Purchaser, even if the Purchaser is absent at the time of installation.

✓ Wear Through Warranty

Subject to the terms of this Warranty, Kährs warrants to the Purchaser that, during the Warranty Period, the wear layer, which is the factory surface treatment and the entire wear layer covering the decor layer, will not wear through and expose the underlying décor layer of the Flooring, subject to the next paragraph (the "Wear-Through Warranty").

This Wear-Through Warranty applies only to qualifying areas affecting at least ten percent (10%) of the total installed surface area of the Flooring. Cosmetic surface wear, scratches, gloss reduction, dents, impressions, or other minor surface imperfections that do not expose the underlying structural core components shall not constitute wear-through under this Wear-Through Warranty.

If a breach of the Wear-Through Warranty occurs during the Warranty Period, Kährs will, at its sole option, and as its sole responsibility and the Purchaser's sole remedy provide replacement Flooring materials at no charge for the repair or replace the affected Flooring; no costs for labor will be covered and no labor allowance will be provided to the Purchaser for the removal, repair, or replacement.

Limitations of Warranty

THERE ARE NO EXPRESS WARRANTIES ON THE FLOORING OTHER THAN THE WARRANTIES EXPRESSLY STATED IN THIS WARRANTY. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

No retailer, installer, dealer, distributor, agent or employee has any authority to increase the scope or alter the terms or coverage of this Warranty.

Any repair or replacement performed under this Warranty shall not renew, extend, or otherwise modify any applicable Warranty Period stated herein. In the event the original Flooring product is unavailable, Kährs reserves the right, at its sole discretion, to provide a comparable product in substitution thereof.

Exclusions

1. Costs Not Covered:

Unless otherwise specified in this Warranty, in the event Kährs repairs or replaces Flooring under this Warranty, or for any other reason, Kährs shall not be responsible for costs relating to or associated with:

- A. Job site preparation or removal of existing Flooring;
- B. Removal, reinstallation, or replacement of surrounding flooring materials;
- C. Replacement or repair of subfloor materials, underlayments, moisture barriers, moldings, trims, transitions, fasteners, supplies, or other materials consumed, damaged, or required in connection with the removal or replacement process; or
- D. Furniture movement, temporary housing, or removal, disconnection, reconnection, replacement, or reinstallation of appliances, cabinetry or countertops, plumbing, electrical work, or other fixtures.

Failures and Variations Not Covered

A. Improper Installation. Performance of the Flooring is highly dependent upon proper installation methods, site conditions, and subfloor preparation. Installation must be performed in strict accordance with the Kährs Installation Guides, found on www.kahrs.com, applicable industry standards, and local building codes.

Failure to install the Flooring in strict accordance with such instructions and standards shall exclude coverage under this Warranty for any resulting condition, damage, or failure.

In no event shall Kährs be liable for any installer error, lack of skill, negligence, misuse of tools or materials, poor workmanship, failure to inspect Flooring prior to installation, or other acts or omissions of the installer, contractor, builder, or homeowner.

Installation of cabinets, islands, or other permanently fixed structures over floating Flooring systems is not recommended, as such installations may restrict the Flooring's natural expansion and contraction. Any resulting buckling, gapping, joint failure, noise, separation, movement-related condition, or other damage associated with restricted floor movement shall be excluded from coverage under this Warranty. However, installation of permanently fixed structures over a floating floor system shall not, by itself, void otherwise applicable warranty coverage for unrelated manufacturing defects covered under this Warranty.

For installations over radiant heat, refer to "*Subfloor Prep and Radiant Heat Guide*" document, found on www.kahrs.com.

B. Improper Maintenance and Inadequate Care. Maintenance must be performed in accordance with the Kährs Floor Care Guide found on www.kahrs.com. Maintenance that is not performed in accordance with the Kährs Floor Care Guide, including but not limited to use of wet mops, excessive water, steam cleaners, abrasive cleaning methods, or improper cleaning products, may damage the Flooring and any resulting condition, damage, or failure shall be excluded from coverage under this Warranty.

C. Abnormal Environmental Conditions. Kährs Flooring is warranted under this Warranty only when used under normal conditions. The indoor environment must be maintained within a Relative Humidity range of 30% to 60% and a Temperature range of 55°F to 85°F.

Exposure to environmental conditions outside the recommended tolerances, including but not limited to excessively high or low relative humidity, excessive dryness, excessive heat, rapid environmental fluctuations, lack of climate control, condensation, or excess moisture may directly or indirectly cause damage to the flooring and regardless of cause or source, such damage is not covered by this Warranty.

D. Misuse, Abuse, Accident, or Use Inconsistent with Kährs Guidance. This Warranty does not cover damage or failure caused directly or indirectly by misuse, abuse, neglect, accident or use inconsistent with our Kährs Installation Guides or Kährs Floor Care Guide, found on www.kahrs.com, including, without limitation, staining, scratching, scuffing, gouging, denting, chipping, impact damage, damage caused by heavy objects or concentrated loads, furniture movement, pet damage, burns, extreme heat, or other physical abuse.

This Warranty further does not cover any damage arising from moisture or water exposure, including but not limited to excessive liquid application during cleaning, leaks, broken or leaking pipes, appliance failures, plumbing issues, flooding, standing water, groundwater intrusion, high humidity, condensation, or any other source of moisture.

E. Alterations / Repairs. This Warranty does not cover any damage, defect, or failure caused directly or indirectly by alterations, repairs, modifications, or unauthorized work performed to any Kährs Flooring after delivery or installation.

F. Non-Designated Products. The Purchaser shall not be entitled to any remedy under this Warranty for any defect, damage, or failure caused directly or indirectly by the use, application, or installation of any product on or in connection with the Flooring that was not supplied, approved, or expressly designated by Kährs.

G. External Events / Force Majeure. This Warranty does not cover damage resulting from fire, smoke, storms, hurricanes, flooding, earthquakes, infestation, vandalism, construction defects, slab movement or failure, structural movement, or other external causes beyond the control of Kährs.

H. Moldings are covered by the "Visual Appearance Warranty" only for the applicable Warranty Period, which is limited to any manufacturing defect found upon receipt and/or prior to installation, but no later than sixty (60) days after delivery. There is no coverage for moldings under the Wear-Through Warranty.

J. Color Changes and Variations. Exposure of all or any portion of the installed Flooring to direct sunlight, UV light, intense artificial light, excessive heat, or other environmental conditions may cause fading, discoloration, yellowing, gloss variation, expansion, contraction, gapping, peaking, or other changes in color, appearance, or dimensions over time. Such conditions are not manufacturing defects and are not covered under this Warranty.

Liability Limitations

UNDER NO CIRCUMSTANCES, WHETHER FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHER LEGAL THEORY, SHALL KÄHRS BE LIABLE FOR INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES OF ANY KIND.

Without limiting the generality of the foregoing, Kährs specifically disclaims any liability for property damages, penalties, loss of use, business interruption, downtime, relocation, cost of capital, cost of substitute products, or for any other types of economic loss.

The total liability of Kährs and the authorized dealer with respect to the Flooring and services provided to the Purchaser under this Warranty shall not exceed the original purchase price paid by the Purchaser for the Flooring.

Some states do not allow the exclusion or limitation of incidental, special, indirect or consequential damages; so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Making Warranty Claims

To initiate a warranty claim, the Purchaser must notify the authorized dealer in writing, provide proof of purchase to the authorized dealer, provide photographs and a written description of the claimed defect, permit reasonable access for inspection by Kährs or its authorized representative of the Flooring and jobsite conditions, and take reasonable steps to prevent further damage after the condition becomes known.

Claims of a breach of the Visual Appearance Warranty must be reported prior to installation and no later than sixty (60) days after delivery. Installation of any visually defective material shall constitute acceptance of its condition.

All other claims of defects must be submitted within six (6) months after the date the defect first became known or reasonably should have been discovered. Flooring must not be removed, altered, repaired, or replaced prior to inspection by Kährs or its authorized representative unless emergency mitigation is reasonably necessary to prevent further damage.

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