



## Limited Warranty – Rubber Rolls

*FlooringInc.com*

This warranty applies to the following products sold by FlooringInc.com:

- Rubber Gym Rolls
- Next-Day Rubber Rolls
- 1/4" Tough Rubber Flooring Rolls
- 8mm Strong Rubber Rolls
- 3/8" Heavy Duty Rubber Rolls
- 1/2" Mega Rubber Rolls
- 3/4" Olympian Rubber Rolls
- NextGen XL Rubber Rolls – Pro Series

FlooringInc.com warrants that its rubber rolls are free from manufacturing defects in material and workmanship under normal, non-abusive conditions. Warranty coverage is as follows:

- **Standard Colors:** 5-year limited warranty from the date of invoice
- **Biggie Smallz™ Colors:** 25-year limited warranty from the date of invoice

If a defect is discovered within the applicable warranty period, the purchaser must notify FlooringInc.com through the installer, distributor, or directly. FlooringInc.com, at its sole discretion, will either repair, replace, or issue a credit not exceeding the original purchase price of the defective goods. This shall be the sole and exclusive remedy under this warranty.

### Definition of Defect

A "defect" is defined as a material imperfection in manufacturing that causes the product to fail to perform under normal, intended use. Minor visual imperfections, including but not limited to slight color variations, surface mottling, or texture inconsistencies, are not considered defects.

## **Claim Requirements**

To initiate a warranty claim, the purchaser must provide the original invoice, photographs of the alleged defect, and evidence that the product was installed, maintained, and used according to published specifications and guidelines. FlooringInc.com reserves the right to inspect the product on-site or request third-party evaluation prior to resolution.

## **Exclusions and Limitations**

This warranty does not cover:

1. Damage caused by improper installation, use, maintenance, or storage
2. Damage occurring during shipping. Shipping-related issues must be reported within 48 hours of delivery and submitted separately through our freight claims process
3. Normal wear and tear, including cuts, scuffs, burns, fading, or shade variations
4. Differences between samples/photographs and actual product
5. Issues due to subfloor moisture, hydrostatic pressure, or alkali presence
6. Installation in environments without 24/7/365 temperature and humidity control
7. Material stored more than 45 days before installation
8. Use of non-recommended adhesives or cleaners
9. Material installed with visible defects
10. Use in commercial kitchens, auto repair shops, or areas exposed to grease, oil, or chemicals
11. Damage from pallet jacks, tow motors, spike heels, skate blades, or chairs without proper floor protectors
12. Discoloration or staining caused by rubber-backed mats, tires, UV/sunlight exposure, or chemical reactions
13. Sale or use of seconds, remnants, off goods, or irregular (non-first quality) material
14. Installation by unqualified personnel or contrary to published guidelines
15. Odor/smell
16. Expansion and contraction due to temperature or humidity changes

## **Disclaimers**

### **Smell:**

Smell refers to the odor or scent emitted by a product. For rubber rolls, this may include a natural or recycled rubber odor that can vary in intensity based on factors such as ventilation, humidity, and product composition. Due to the nature of recycled rubber, some odor is normal and expected. Smell is subjective and not considered a manufacturing defect; as such, it is not covered under warranty.

### **Expansion and Contraction:**

Rubber flooring may expand or contract with changes in temperature or humidity. This is a normal characteristic of rubber material and does not constitute a manufacturing defect. As such, expansion and contraction are not covered under this warranty.

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## **Other Terms**

- This warranty does not cover labor, removal, or installation costs for original or replacement materials
- FlooringInc.com shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of time, loss of use, inconvenience, labor, or commercial loss
- No representative, installer, distributor, or third party is authorized to modify or extend this warranty on behalf of FlooringInc.com
- Any repair or replacement made under this warranty does not renew or extend the original warranty period
- This warranty replaces all other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose

### **Flooring Inc.**

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