



## Flooring warranty

Altro makes no warranties, whether express, implied or statutory, other than the warranty that the Altro flooring products sold by Altro are free from defects in materials and workmanship with normal use and service within the specified term after the installation date, when installed and maintained in accordance with Altro's recommendations.

This warranty is the sole and exclusive warranty provided by Altro and is in lieu of any other warranty of any kind, express or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose. No waiver, alteration, additions or modifications of the foregoing conditions shall be valid unless made in writing and signed by an officer of Altro.

All statements, technical information and recommendations concerning products sold or samples provided by Altro are based upon tests believed to be reliable but do not constitute a warranty.

All products are sold, and samples of products provided, with the understanding that buyer has independently determined the suitability of such products for its purposes.

### What to do in case of a problem

Buyer must contact the contractor who installed the product upon discovery of a problem with a product. If the contractor is unable to remedy the problem and Buyer believes the problem is covered by the warranty provided herein, or Buyer is dissatisfied with the contractor's response, Buyer must notify Altro in writing by certified mail of any failure to conform to this warranty within the specified term (see Term of Warranty overleaf) after the installation date and within thirty (30) days after the claimed defect first arises. Addresses are on the next page.

Buyer must retain all information and documents related to the problem until the matter is resolved. After Altro is so notified, Altro reserves the right to have an authorized Altro representative inspect and verify the defect. On receipt of notification, Altro shall correct any product that Altro determines is defective in materials or workmanship by, at its option, repairing the defective product or replacing such product from regular inventory product lines

### Term of warranty

All Altro flooring products are sold with an extensive limited product warranty. The length of warranty is defined by the manufacturing process, the thickness of the product and the expected traffic conditions for the specific flooring product.

Under normal use and service, Altro flooring products are warranted to be free from defects in materials and workmanship within the specified term after the installation date, when installed and maintained in accordance with Altro's recommendations.

### Exclusive remedy

Correction of non-conformities, in the manner and for a period of time provided above, shall constitute fulfillment of all obligations and liabilities of Altro to Buyer relating in any way to the problem. The remedies set forth in this instrument are exclusive and represent Buyer's sole remedy. Altro shall not be liable for special, indirect, consequential or incidental damages of any kind. Any action for breach pursuant to this warranty must be commenced within one year after the cause of action has occurred.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state or province to province. Some states or provinces do not allow limitations on how long an implied warranty lasts and they do not allow the exclusion or limitations of incidental or consequential damages so the above limitations or exclusions may not apply to you.

**All warranties must be submitted within 90 days of installation.**

### What is not covered

- Any problems with Altro flooring products classified as irregulars, seconds or remnants sold "as is".
- Problems due to improper installation or maintenance, or misapplication of maintenance materials, which are not in accordance with Altro's written instructions.
- Problems due to not using recommended adhesives.
- Damage in use due to cuts, rolling loads, gouges, punctures, stains, scratches, scuffs, cigarettes or other burning agents, discoloration caused by adhesives, maintenance materials or tracking residue from other surfaces, or any other improper misuse of or negligence or accident in connection with the product;
- Problems due to moisture, alkali or hydrostatic pressure in the subfloor.
- Materials installed with visible defects or color variation and not disclosed by Buyer on installation.
- Problems due to subfloor failures or irregularities.
- Premature wear caused by defective, worn or dysfunctional casters or other mechanical applications.
- Labor or other costs resulting from removal and/or replacement of a product.
- A warranty that was submitted greater than 90 days after installation.

# Warranty submittal form

To register your product warranty under the terms of Altro's North American Limited Product Warranty, complete the form below, save and email to [support@altrofloors.com](mailto:support@altrofloors.com). Altro will return completed warranties via email unless another method has been requested.

Project name

Address

City State Zip

Specified by

Installed by

Installation date

## Complete one section below per product

Area type	Adhesive used
Product installed	
Serial #	Quantity installed
Area type	Adhesive used
Product installed	
Serial #	Quantity installed
Area type	Adhesive used
Product installed	
Serial #	Quantity installed
Area type	Adhesive used
Product installed	
Serial #	Quantity installed
Area type	Adhesive used
Product installed	
Serial #	Quantity installed

## Send defect claims to:

Altro USA  
80 Industrial Way  
Wilmington, MA 01887  
USA

Altro Canada  
6221 Kennedy Road, Unit 1  
Mississauga, ON L5T 2S8  
Canada

This area to be completed by Altro

Warranty #

Date:

Authorizing signature

## Return warranty information to

Name

Address

City

State Zip

Phone number

Email address

I have read the full terms of the Altro limited warranty, agree to them and have provided accurate and truthful information in order to process the warranty registration.

Signature

Safety flooring	
Altro Stronghold 30	12 years
Altro Classic 25	12 years
Altro Atlas 40	15 years
Altro Aquarius	10 years
Slip-resistant flooring	
Altro Reliance 25	15 years
Altro Walkway 20	10 years
Altro XpressLay	10 years
Altro Tungsten	10 years
Smooth flooring	
Altro Symphonia	10 years
Altro Orchestra	10 years
Altro Operetta	10 years
Altro Serenade	10 years
Altro Wood	10 years
Altro Wood Comfort	10 years
Altro Wood Acoustic	10 years
Altro Cantata	10 years
Altro Zodiac Smooth	10 years
Altro Lavencia (standard range)	20 years
Altro Quartz Tile	15 years
Altro Dolce Tile	10 years
Altro Dolce Essentials	10 years