

Interface Standard Product Warranty

InterfaceFLOR (Thailand) Co., Ltd
InterfaceFLOR India Private Limited
Interface Singapore Pte. Ltd

Interface warrants its commercially rated modular carpets in accordance with the terms stated below for a period of 15 years from date of invoice.

All Interface brand products are warranted against excessive:

- i. Surface wear (a loss of more than 10% by weight of face fibre)
- ii. Edge ravel
- iii. Backing separation
- iv. Loss of dimensional stability
- v. Static electricity.

There is no general exclusion of coverage under this warranty for use under commercial grade castor chairs; however, this warranty does not apply to, and coverage is expressly excluded for, any otherwise covered warranty condition that arises from the use of the product under damaged castor wheels.

Products containing Intersept® antimicrobial are warranted to maintain antimicrobial effectiveness, and products constructed of 100% solution dyed nylon yarns are warranted against excessive colour loss due to normal exposure to indoor light.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at its option) replacement with comparable product(s), at no extra charge. Liability of Interface is limited to the actual repair or replacement of defective carpet and does not cover special, indirect, incidental or consequential damages.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper maintenance, flood/excessive moisture, excessive alkalinity, use under damaged castor wheels, or use on stairs not fitted with a commercial grade stair nosing. Interface's liability is limited to repair or replacement as stated herein. Moisture and pH testing are not the responsibility of Interface and all related issues to moisture and pH testing are specifically excluded from this warranty.

This warranty shall be void if products are not handled, installed and maintained in strict compliance with Interface's recommended procedures and instructions, including without limitation initial floor preparation and installation. Interface recommends the TacTiles™ glueless system or Intertac™ brand adhesive for installation of its modular carpets. This warranty does not cover any problems or damages related to use of non-recommended adhesives.

Interface will not be liable for any incidental, indirect, special or consequential damages in any case. Unless prohibited by operation of law, the warranty, remedy and limits of liability contained herein are expressly in lieu of and exclude all other warranties, remedies and liabilities whether express or implied. Interface makes no other representation or warranties, express or implied, and hereby disclaims any and all other warranties that may arise by operation of law, including, without limitation, any warranty of merchantability or fitness of its products for any particular purposes.

Warranty claims must be made in writing to Interface at the address below within a reasonable time from the discovery of the claimed warranted defect, but in any event must be received no more than ninety (90) days from the time the claimed defect was discovered. Following receipt of a claim, an Interface representative will visit the site to determine whether the identified issue is one that is covered by this warranty.



Mission Zero®
our promise to eliminate any
negative impact our company
may have on the environment
by the year 2020.