



1.866.200.8132

Fax: 252.430.8801 • 101 Eastern Minerals Road • Henderson, NC 27537 • www.versatrim.com



VersaCap Limited Lifetime Residential Warranty

Versatrim® provides the following conditional limited warranty of its **Versatrim** VersaCap for the lifetime of the original purchaser:

- The glue joints on the VersaCap Square will not come apart during normal residential use.
- We do not warrant any of the floors performance or quality.

The Versatrim limited warranty of its **Versatrim** VersaCap is made subject to the following conditions:

1. The VersaCap must be installed properly in accordance with Versatrim installation instructions. The instructions may be obtained through a retailer or at www.installationadvice.com
2. The VersaCap must be in its original installation and purchased by the first consumer purchaser. Proof of purchase (store receipt) is required.
3. The VersaCap must be used only indoors.
4. The limited warranty does not apply to water damage, including but not limited to water damage caused by flooding, standing water (water that remains on the VersaCap longer than 5 minutes), leaking pipes, household mechanical failures, appliance leaks, pet urine or any other type of exposure to moisture, humidity or extreme temperature.
5. This limited warranty does not cover variations of color shade or texture of the VersaCap you purchase from those shown on samples or photographs.
6. This limited warranty covers replacement of the defective product or a refund of the original purchase price, at the option of Versatrim. It does not cover the cost of installation, freight or any consequential damages.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE BY VERSATRIM COVERING THIS PRODUCT.

The overall stain and wear resistance of **Versatrim** VersaCap is excellent and most spills will wipe off quickly and easily with a clean white cloth. Please feel free to contact our company with any additional questions or concerns.

Important Tips:

- Do not use soap-based detergents on your VersaCap, as these may leave a dull finish.
- Do not use abrasive cleaners, steel wool or scouring powder, as these may scratch your VersaCap.
- Never wax, polish, sand or lacquer your VersaCap.
- If needed, occasionally clean with a cloth or mop (micro-fiber or terrycloth hooded) slightly moistened with a special cleaner made specifically for the type of flooring used.

If you have a warranty claim....

- Contact us and describe the problem. In many instances, we can provide you with a quick solution to correct the situation.
- If you need additional assistance or wish to file a claim, simply call **Versatrim** Customer Care at 1-866-200-8132. Proof of purchase is necessary to verify all warranty claims.
- Our representatives will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly.
- You may also write to us at: Attn: Claims Department
 101 Eastern Minerals Road
 Henderson, NC 27537 USA
- Or email your claim to: support@versatrim.com

DISCLAIMERS: Walking is an enormously complex activity. Significant factors that directly affect slip resistance properties are; the material type of both shoe sole and floor covering, roughness, and surface structure of floor covering, contaminates, the walker's weight, age, gait, fitness, alertness, and vision. Values of acceptable SCOF (dry) or DCOF (wet) generally used within the flooring industry are published by other parties. While Versatrim, Inc. has independently tested our transitions, it does not purport to address any safety concerns of slip resistance, the accuracy of any test method, safety threshold, or the measuring apparatus (tribometers). Another important factor outside of our control is how the floor covering is maintained, therefore, no warranty for any slip resistance properties can be provided.

NOTE: Walking on any LVT/LVP in socks or similar is not recommended, especially on stairs.

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