

## Interface Standard Product Warranty

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InterfaceFLOR, LLC (Interface) warrants its modular and performance broadloom carpet products to the original end-use customer as stated below for a period of 15 years from the date of invoice. Interface® and Heuga® brand products are warranted against manufacturing defects resulting in excessive surface wear, edge ravel, backing separation, shrinking, stretching, cupping, doming, and static electricity. Excessive surface wear means loss of more than 10% by weight of face fiber. Products containing Intersept® antimicrobial are warranted to maintain antimicrobial effectiveness. Products constructed of 100% solution dyed yarns are warranted against excessive color loss due to normal exposure to indoor light. This warranty covers odor from plasticizer hydrolysis of Interface carpet tiles caused by moisture and alkalinity in concrete slabs up to the following limits when installed strictly according to Interface's installation instructions: (1) for moisture levels, up to 97% relative humidity (rH) when installed with Interface's TacTiles® connectors in conjunction with XL Brands' 9511 Moisture Vapor Reduction System provided the warranty eligibility requirements for the 9511 product are met, up to 90% rH when installed with Interface's TacTiles connectors under specified concrete slab conditions, up to 85% rH when installed with Interface's TacTiles connectors under all other suitable concrete slab conditions, and up to 80% rH for glue-down installations; and (2) for alkalinity levels, where surface alkalinity is < 9 pH; or, if > 9 pH, where the surface is treated according to Interface's instructions.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, use on stairs, or use with athletic equipment. Moisture and pH testing are not the responsibility of Interface, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty except as expressly set forth herein and in Interface's installation instructions. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at Interface's option) replacement with comparable products(s) at no charge to the customer (the customer must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area). Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 90 days from the time the claimed defect was discovered. Warranty claims must be addressed to: Field Services Department, InterfaceFLOR, LLC, 1503 Orchard Hill Rd., LaGrange, Georgia 30240 (USA). Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met. This warranty will be void if its terms are not followed. No person other than an officer of Interface may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

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