

# NovaCap™ Limited Lifetime Residential Warranty

## Products Covered

Novalis® provides this conditional limited warranty for the following NovaCap™ products: **Square, Round, and NovaTread™** (collectively referred to as **Products**). This warranty applies to the **original purchaser only** and covers the lifetime of the Products under the conditions outlined below.

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## Coverage

### 1. Glue Joints:

- The Novalis manufactured glue joints on the **Products** will not separate under normal residential use.
- The adhesion with of the **Product** to the sub-floor will not come apart under normal residential use.

### 2. Exclusions:

- This warranty does **not** cover the performance or quality of the flooring to which the Products are applied.
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## Warranty Conditions

The Products are warranted under the following conditions:

### 1. Indoor Climate Control:

Products must be installed in **climate-controlled environments** (35%-65% relative humidity, 60°F-85°F).

### 2. Proper Installation:

Products must be installed with **Versatrim's Molding Adhesive** in accordance with Novalis installation instructions. Instructions are available at [www.novafloor.us](http://www.novafloor.us) or through authorized retailers.

### 3. Original Installation:

Warranty applies only to the original installation and the **first consumer purchaser**. Proof of purchase (store receipt) is required.

### 4. Indoor Use Only:

Products are warranted for **indoor residential use only**.

### 5. Exclusions for Moisture and Temperature:

This warranty does not cover damage caused by:

- Flooding
- Standing water (water remaining on the Products for longer than 5 minutes)
- Leaks (pipes, appliances, etc.)
- Pet urine
- Exposure to moisture, humidity, or extreme temperatures.

### 6. Color Variations:

Variations in color, shade, or texture between purchased Products and samples or photographs are not covered.

## 7. **Warranty Remedies:**

At Novalis' discretion, defective Products will either be:

- Replaced, or
- Refunded at the original purchase price.

**Note:** The warranty does not cover installation, freight, or consequential damages.

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## **Warranty Limitations**

This warranty is provided **in lieu of all other express or implied warranties**, including warranties of merchantability and fitness for a particular purpose.

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## **Care and Maintenance**

For proper care and maintenance, refer to the **original flooring manufacturer's use and care instructions** to ensure compatibility with the Products.

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## **Filing a Warranty Claim**

### 1. **Contact Us:**

Describe the issue to our **Customer Care team** at **706-222-4582**. In many cases, we can provide a quick solution.

### 2. **Submit Proof of Purchase:**

Proof of purchase is required to validate warranty claims.

### 3. **Further Assistance:**

If further assistance is needed, our representatives will guide you through the simple claim process.

### 4. **Written Claims:**

You may also submit claims in writing to:

**Attn: Claims Department**

NovaFloor

200 Munekata Drive

Dalton, GA 30721

## **Disclaimer:**

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, contaminants, 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. 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.