



# LIMITED LIFETIME PRODUCT WARRANTY

Effective as of:    YR /    MO /    DAY

Last Revised: April 17, 2018.

sofSURFACES Inc. warrants that duraSAFE® tiles will be free from defects in materials and workmanship. sofSURFACES further warrants that duraSAFE tiles comply with the requirements of the ASTM F1292-13 standard specification for impact attenuation.

### What does the warranty cover?

Surface wear due to ordinary abrasion from pedestrian traffic will not penetrate the wear course of the surface. The product will comply with the requirements of ASTM F1292-13 at the height for which the duraSAFE product was rated by the manufacturer at the time of purchase.

### What will we do?

Any segment of a duraSAFE surface that fails to meet the warranty criteria will be repaired or replaced, at and in conjunction with the warranty coverage schedule below.

### Warranty Coverage

sofSURFACES shall be responsible for 100% of the product cost of the repair or replacement of any product found to be defective or not in compliance with the warranty herein within the first six (6) years following the original shipment of the product.

Where any product is found to be defective or not in compliance with the warranty herein more than six (6) years following the original shipment of the product, sofSURFACES shall be responsible for 50% of the cost of the repair or replacement of such products as follows (and the buyer shall bear and pay the remaining portion of such costs):

# OF YEARS FROM DATE OF ORIGINAL SHIPMENT TO DATE OF CLAIM	% OF CURRENT LIST PRICE OF PRODUCT FOR WHICH SOFSURFACES IS RESPONSIBLE
0-6 years	100%
more than 6 years	50%

### Warranty Exclusions

Product failure caused by accidents, misuse, natural disasters, vandalism, improper installation, or maintenance and the like (see installation care and maintenance instructions).

- ▶ Color change caused by exposure to UV and/or normal abrasion from pedestrian traffic
- ▶ Black transfer which can occur over time to recycled rubber
- ▶ Failure due to improper sub-surface preparation
- ▶ Punctures from extreme high forces, such as high heels, narrow tipped chair or table legs, kickstands and pogo sticks
- ▶ Use of the product in a manner not intended for its manufactured application

### How to submit a warranty claim

A warranty claim should be made directly to sofSURFACES. Please provide a description of the claimed defect, the date the defect was discovered, photographic images and the project name, site address, phone and email address so we can contact you and request additional information if required to process your claim.

### Additional Considerations

sofSURFACES' liability is limited to the material and transportation costs of repair or replacement of the product at sofSurfaces option. Where duraSAFE is installed only in high traffic areas or installed in combination with other surfacing products not sold by sofSURFACES, such duraSAFE are excluded from this warranty.

- ▶ In the event of repair, replacement, or refinishing under this warranty, the warranty applicable to the replacement material or to the repaired

or refinished products will extend only for the time remaining under the original warranty.

- ▶ sofSURFACES reserves the right to discontinue or change any design or color of any products at any time without notice or liability. If, for any reason, products of the type originally purchased are no longer available at the time a warranty claim is made, a suitable replacement of comparable quality and price will be recommended.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Your exclusive remedy for any breach of warranty is as set forth in this warranty. This warranty gives you specific legal rights. You may have other rights which vary from state to state and province to province.



To verify product certification, visit [www.ipema.org](http://www.ipema.org).



**For future reference, please record your sofSURFACES 5-Digit Sales Order Number and Date of Purchase Here.**

Sales Order Number: ORD\_\_\_\_\_

Date of Purchase:    YR /    MO /    DAY



*We'd like to hear from you! Comments and photos are always welcome!*



# INSTALLATION WARRANTY

Effective as of: YR / MO / DAY

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sofSURFACES Inc. warrants that duraSAFE® systems installed by certified sofSURFACES installation crews will be free from defects in workmanship. sofSURFACES further warrants that when installed correctly, the surface will meet the ASTM F1292-13 standard for the working life of the surface.

sofSURFACES has led an effort to bring about more advanced and higher performing surfacing systems to the market. A key component of this effort includes installation. sofSURFACES has developed advanced and proprietary installation techniques that are unique to our duraSAFE product. duraSAFE's product warranty revolves around the mandatory use of factory certified installers that are experienced and professionally trained in the use of these techniques. Proper installation is the only way to ensure that your new duraSAFE surface performs as expected for years to come.

The installer of the project is responsible for any issues deemed to be at fault of the installer. Issues such as but not limited to; seam separation, gapping, curling, faulty cuts or missed adhesive.

Our Installation Manual should be reviewed by the end user to confirm all elements have been followed.

Your installation has been completed by:

Company Name

Foreman Name

Mailing Address

Phone Number

Email

Certification Number

Signature

and will warrant the site from installation related defects for:

Duration

I certify that the material and installation of my project has been completed to my satisfaction:

Project Name

Contact Name

Site Installation Address

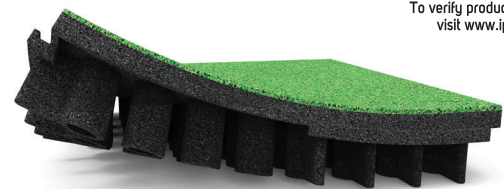
Phone Number

Email

Signature



To verify product certification, visit [www.ipema.org](http://www.ipema.org).



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In order to activate warranty, please scan and submit to [warranty@sofsurfaces.com](mailto:warranty@sofsurfaces.com) upon completion of installation.



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