



## 1UP Floors 3 Year Make it Right Installation Warranty

1UP wants you to have peace of mind knowing that we will stand behind our work if it's discovered we have made a mistake with our installation. This document will explain what is covered and what is not covered by our warranty.

### How the warranty works:

It's easy, for three years from the date of the original installation, 1UP warrants that all flooring work performed will be installed correctly, in accordance with industry standards, practices, and manufacturer specifications. 1UP offers NO WARRANTY on the materials we sell. Should the product you purchased fail from neglect, abuse, environment, or anything besides us not installing it right, our warranty won't apply. If we make an error on our install or the product fails as a result of our installation error, however, we will choose **at our discretion** to do one of the following.

- Repair the affected materials at no charge...or
- Replace the affected materials with the same exact stuff at no charge...or
- If the stuff is no longer available, replace it with stuff that looks similar and is as good or better at no charge.

If you fail to report a problem for so long that the product fails as a result of neglect and not our original error, we may decide not to honor our warranty altogether. So check our work and let us know ASAP. To report a potential problem with one of our installations, call or write to our Customer Service team at (253)292-6775 Ext #1, or [CS@1UPFloors.com](mailto:CS@1UPFloors.com)

### Days lost rent, hotel stays, maintenance time and contractor reimbursement:

It's rare, but sometimes our mistake will cause you to lose rent, have to put a resident in a hotel, have your maintenance team do extra work, or have a contractor fix something. If it's our fault, you shouldn't have to pay for it. There are some limitations though:

1. We will pay you back days lost rent only for the days the apartment is actually leased and you have given us access to fix our mistake. If the unit isn't leased and/or we can't get into the unit to make repairs, we won't be responsible for reimbursing you lost rent.

Continued on page 2





## **Days lost rent, hotel stays, maintenance time and contractor-reimbursement:**

Continued from page 1

2. We will pay up to \$150 per 2 people, per night, for your resident to stay in a hotel. We will accommodate only the people living in the home we performed work in and only for days we have been given access to correct our mistake. If we're not given the opportunity to get into the home to fix our mistake, we will not pay for a hotel. Once we complete the job, we won't pay for any new days in a hotel. We may require receipts as proof.
3. Other than what is listed in the title of this section, 1UP will not be responsible for any other indirect, consequential, or any other damages of any kind, regardless of the cause.

## **Some More Stuff the Warranty Does Not Cover:**

1. Damage caused by neglect, abuse, improper protection of the floor, residents belongings, etc.
2. Seams and joints are not guaranteed to be invisible, but will be performed to industry standard.
3. We will not warranty work we have not been paid in-full for, within terms.
4. Dissatisfaction with product performance.

