



Warranty | Achieve

March 14, 2023

Achieve is guaranteed to be free of manufacturing defects in material and workmanship for 15 years from the date of installation. This warranty is in lieu of any other warranty, whether expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose.

This warranty does not cover floor damage caused (in whole or in part) by fire, wind, flooding, moisture, or other unfavorable atmospheric conditions or chemical action. Nor does it apply to damage caused by ordinary wear, or misuse, including but not limited to: burns, cuts, tears, scratches, scuffs, damage from rolling loads, damage from cleaning products not recommended by PLAE, slight shade variations or shade variations due to exposure to direct sunlight, or differences in color between samples or photographs and actual flooring. Nor does it include abuse, negligent or intentional misconduct, aging, faulty building construction, concrete slab separation, faulty or unsuitable subsurface or site preparation, settlement of the building walls or faulty or unprofessional installation. PLAE shall not be liable for incidental or consequential losses, damages or expenses directly or indirectly arising from the sale, handling, or use of the materials (goods), or from any other cause relating thereto.

PLAE does not warranty the pre-existing subfloor, or issues arising from the failure of the pre-existing subfloor.

All claims by the owner under this warranty must be made in writing to PLAE within thirty (30) days of the owner receiving notice of defect. PLAE's obligation under this limited warranty is restricted to the isolated value of the product involved. PLAE solely holds the option to replace either all of the product or only the affected part of the product. PLAE's replacement policy is to supply the end user or contractor with a new product based on original specifications at the time of manufacturing.

If PLAE finds a claim to be valid, PLAE will replace the flooring in question and issue a discount in costs based on the tiered chart below. Costs will reflect the current prices at the time of replacement.:

1-3 years	100 percent	8 years	50 percent
4 years	90 percent	9 years	40 percent
5 years	80 percent	10 years	30 percent
6 years	70 percent	11 years	20 percent
7 years	60 percent	12 - 15 years	10 percent

Warranty does not cover dissatisfaction, problems or damages to material due to or as a result of the following.

1. Improper installation and/or improper maintenance
2. Fading due to sunlight (Outdoor exposure, abrasions, and UV rays may cause normal change in surface color, which is not considered a defect under this warranty.)
3. Shading (color variation) of individual pieces due to natural rubber variations.
4. Use of harsh and acidic chemicals, acidic foods and abrasive chemicals
5. Wear or damage caused by furniture, equipment, or accessories without proper protection, such as urethane or rubber coating. Equipment without proper protection includes but is not limited to steel dumbbells
6. Problems caused by hydrostatic pressure or alkali within the subfloor
7. Labor costs for installation of original or replacement material
8. Water spotting, petroleum adhesives, floor sealants, or related abuse
9. Color variation between samples and/or printed illustrations and actual product
10. Damage to flooring by spiked shoes, high heels, etc.
11. Wear or product degradation expected from use of product or environment installation
12. Chewing, clawing or other animal destruction
13. Exposure to chlorine or other harmful chemicals



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- 14. Acts of negligence, misuse, or willful or accidental external influences, including but not limited to vandalism and acts of war.
- 15. Material installed by others with obvious defects
- 16. Damage to flooring products from rubber mats, rubber-backed mats, or vehicle tires
- 17. Material that is not installed and maintained as recommended by PLAE
- 18. Damage to flooring products from pallet jacks, forklifts and tow-motor traffic which includes but not limited to burns, cuts, tears, scratches, and scuffs
- 19. Problems or damage caused by the use of, dropping of or slamming of XL equipment, including but not limited to 180lbs-200lbs dumbbells

LOGO WARRANTIES

- Achieve Waterjet Cut Logos - 3 year warranty
- EPDM Waterjet Cut Logos - 1 year warranty
- Decal Logo - 6 month warranty
- Paint Customization - 3 year warranty
- Grey Scale Logo - 15 year tiered warranty