



Outlook Flooring Guarantee

✚ **Love your Floor Guarantee** – If you are not satisfied with your new **Platinum** flooring within 30 days after installation, we will replace it.

To the original purchaser of **Platinum** products covered under this guarantee: If, within thirty (30) days after installation, you wish to change your new **Platinum** flooring for a different style or color, Outlook Flooring will replace the material free of charge with another flooring of the same type of equal or lesser value from the same manufacture. For example, if the original purchase is a Mohawk carpet, it must be replaced with a Mohawk carpet. Should you wish to replace your flooring with an upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower-priced flooring is selected. This is a one-time-only replacement and does not include replacement of cushion. Simply contact Outlook Flooring within the timeframe of this guarantee and indicate you wish to choose another same type and style of flooring by the same manufacture under the 30-Day Satisfaction Guarantee. This is a Satisfaction Guarantee and does not apply to matters covered by other warranties. Replacement includes the same type of flooring only and does not include labor to remove previous flooring, installing your new flooring, moving furniture, painting, constructing permanent built-ins such as cabinets and bookcases, moving or installing equipment, electronics, or freight. No replacement will be made with respect to flooring that has been subjected to abuse, vandalism, or alteration, or damaged by smoke, fire, flood, wind, lightning or any other casualty event. A 30-day satisfaction claim may not be filed after any other claims have been filed. The replacement product cannot be the same style and color as the original purchase. The original product purchased, as well as replacement, must be installed by an Outlook Flooring installer. Original and replacement purchase must be for residential use only. New Residential and Commercial use are exempt from this guarantee.

✚ **Price Match Guarantee** – If you find a lower price for the same flooring product and installation service within 30 days of your purchase, we will refund you the difference.

Pricing: If within 30 days of placing your order, you receive a lower price for technically the same **Platinum** flooring product and installation, Outlook Flooring will match or beat the price. To qualify, you must provide Outlook Flooring a written estimate on the letterhead of a licensed competitor, including product name and price, product weight, style type and fiber content, thickness, plank width and an itemized listing of applicable warranties and/or services for comparison. Outlook Flooring has the right, in its sole discretion, to determine whether the written estimate qualifies for the offer. Outlook Flooring will not match a competitor's bonus or



free offer, special offer, rebate, financing offer, clearance or closeout price, or installation special. The Price Match Guarantee is for residential use only. New Residential and Commercial use are exempt from this guarantee.

✚ ***Lifetime Installation Guarantee*** – We use only the best installers and continue to educate them on the newest products and how to properly install them. We install properly the first time, so we can guarantee your ***Platinum*** floor installation for a lifetime.

What is Covered: Outlook Flooring warrants to the Original Owner that the installation work performed by Outlook Flooring on all ***Platinum*** products will be free of defects due to workmanship for as long as Original Owner owns and resides in the home where Outlook Flooring performed the installation, subject to the other terms and conditions contained in this warranty.

What Is Not Covered: Outlook Flooring grants this warranty to the Original Owner only and only materials purchased from and installed by Outlook Flooring are covered by this warranty. This warranty assumes normal and reasonable use of products or components. This warranty does not cover any other damage or material failure including, but not limited to, damage caused by existing defects at Owner's property or existing underlayment not installed by Outlook Flooring, damage caused by occurrences beyond the control of Outlook Flooring, such as acts of God, settlement of the building, failure of the structure (including foundations and walls), use of incompatible accessories, removal, repair, or re-installation of any products or components by other than Outlook Flooring, normal corrosive effects of chemicals, intentional acts, or unreasonable use or failure to provide reasonable maintenance as and when necessary. For vinyl, wood, tile, stone, and laminate installations, this warranty does not cover discoloration from asphalt driveways, indentations from high heels, scratches and damage caused by chairs, tables, appliances, wheelchairs or motorized scooters, pets, and other tangible objects. Installation, removal, repair, adjustment, tampering, or re-installation of any products or components by other than Outlook Flooring voids this warranty, and Outlook Flooring expressly disclaims any liability for any costs, defects, or damages with respect to such actions. The owner acknowledges that a professionally installed carpet may require re-stretching after approximately 12 months, that such is a part of normal maintenance, and such is not covered by this warranty. Regarding repairs for installation-related issues, all service requests placed over 1 year from the original installation date will be subject to a \$150.00 processing fee. If a consumer fails to supply this payment, they effectively waive all rights and claims in relation to any labor warranty listed on their original contract. If repairs are possible, Outlook Flooring reserves the right to repair any issues as opposed to replacing any flooring. In the unlikely event that you need to have your carpet re-stretched after one year it would not be the result of improper installation but part of the normal maintenance and would require a charge. Warranties do not carry any cash value. Should any consumer deny Outlook



Flooring access to their job site to warranty the flooring installed, they will waive all rights and claims in relation to any warranties listed on their contract with Outlook Flooring. The consumer is responsible for reporting any issues with their flooring to Outlook Flooring within 72 hours of them developing. Failure to do so may negate any responsibility and/or liability Outlook Flooring has to any flooring installed.

- ✚ ***Locally owned Guarantee*** – We are locally owned and are not chained down by the corporate rules of the franchised stores or the big box stores. At Outlook Flooring, you will receive the highest level of service and unmatched education from our team of sales staff, operations, and installers.