



On this document we declare all the limitations, disclaimers, exceptions, bad news, etc. about our “Trust Us Warranty”, and service level commitment. Spoiler Alert! None of this is in fine print and none of it will shock you. So please, enjoy this great wall of text as we slowly indoctrinate you into The Floor Trust culture.

The Trust Us Warranty:

We want our customers to have peace of mind that we will back our installations when we make a mistake...because we will make mistakes. How we respond is what matters most. This section will explain what our warranty covers, and does not cover.

How it works:

For two years from the date of the original installation, The Floor Trust warrants that all flooring work performed will be installed correctly, and in accordance with industry standards, practices, and manufacturer specifications. The Floor Trust 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 does not apply. If we make an error on our install or the product fails as a result of our installation error, however, we will choose to fix it one of three ways...

- 1) Repair the damaged area at zero charge (assuming a repair will not compromise the performance or look of the finished install)
- 2) Replace the damaged area with new material at zero charge (Assuming the materials still exist)
- 3) If the material does not still exist (mills discontinue products frequently), we will replace it with something that achieves the same look, and is the same or better quality.

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 might decide not to honor our warranty altogether. To report a potential problem with one of our installations, call or write to our Customer Service team at (208)243-9313, or email us at service@thefloortrust.com

Days Lost Rent And The Like

It's rare, but sometimes our mistake will cause you to lose rent, or have a displaced resident. If it's our fault, you shouldn't have to pay for it.

There are some limitations though:

1. We will pay you back for 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 for the lost rent.



2. We will pay up to \$175 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 mistakes. 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 will require receipts for bookkeeping if we did not pay for the hotel directly.

3. The Floor Trust will not be responsible for any other indirect, consequential, or any other damages of any kind, regardless of the cause.

More Things The Trust Us Warranty Does Not Cover:

1. Damage caused by neglect, abuse, improper protection of the floor, residents belongings, etc.
2. We may choose not to warranty work we have not been paid in-full for.
3. Dissatisfaction with product performance.