

evoke®

LIMITED WARRANTY

## Evoke Flooring Limited Warranty

Metropolitan Hardwood Floors, Inc. (for sales within Canada) or Metropolitan Hardwood Floors (US), Inc. (for sales within the United States) limited product warranties cover Evoke floors from the date of purchase for the original end-use consumer and are not transferable. Based on the country of sale, the applicable Metropolitan company named above will apply and that company will be referred to in this document as “Metropolitan”.

Products are for indoor use only. These warranties require the product to be installed according to Evoke’s installation instructions. It is the installer’s responsibility to read and understand all recommended practices for installation and subfloor preparation prior to installing the floor. Evoke installation instructions are available at: [www.evokeflooring.com](http://www.evokeflooring.com). Evoke products must also be used and maintained in accordance with the applicable care and maintenance instructions which are also available at [www.evokeflooring.com](http://www.evokeflooring.com) or by scanning the QR code included with the Evoke product materials.

It is the customer’s responsibility to retain their original receipt and submit it as proof of purchase at the time of a warranty claim. Should a claim occur, Metropolitan reserves the right to inspect the affected floor in situ prior to any repair or replacement. The customer’s claim must be received and evaluated by Metropolitan before any repair or replacement work is performed; otherwise, this warranty will be null and void. Metropolitan accepts no responsibility for labor costs incurred to remove or install products.

Commercial, light commercial and Residential definitions:

- Residential applications are defined as single-family homes and light-use multi-family units.
- Light commercial applications are defined as public use environments that are not subject to heavy commercial maintenance schedules or traffic. Examples include but are not limited to low-traffic retail shops, offices and salons.
- Commercial applications are defined as public use environments that are subject to heavy maintenance and traffic. Examples include but are not limited to retail corridors, healthcare, education, hospitality, common areas of multi-family housing complexes and heavy-use office spaces or where commercial maintenance schedules should be in place.
- If there is a question about the definition of a particular environment, consult with Metropolitan’s technical services department at [techserv@metrofloors.com](mailto:techserv@metrofloors.com).

### WHAT DOES THIS WARRANTY COVER?

#### Pre-installation Warranty

Metropolitan warrants that the product shall not contain manufacturing or visual defects. If defects are present, the uninstalled, defective product should be returned to the original place of purchase for full credit. Metropolitan will not pay for any claim installed with known defects and therefore, any flooring that has been installed will be deemed to have been accepted by the installer/customer and will not be eligible for replacement. This warranty only covers finish defects when defective flooring exceeds 5% of the total square footage of purchased flooring.

#### Manufacturing Warranty

Metropolitan warrants that products will not contain manufacturing defects during the warranty period stated for each product. Tolerances are defined for Luxury Vinyl and Rigid Core vinyl in ASTM F1700, ASTM 2199 and ASTM F386. Tolerances for Laminate and Surge are based on ANSI/NALFA LF-01 Section 3.8.

## **Wear Warranty**

Metropolitan further warrants that if products were installed in accordance with the Evoke installation instructions, maintained as specified in the Evoke care & maintenance instructions, and used under normal foot traffic conditions, the products will not wear through to the printed surface for the warranty period.

## **Waterproof Warranty**

For products specified as “waterproof”, Metropolitan warrants that under normal household use, these products will resist water damage caused by everyday surface spills, wet shoes, drips from around sinks and tubs so long as they are removed within a reasonable amount of time. Normal household use is defined as the day-to-day activities associated with residential use. Subfloor moisture needs to be remedied prior to installation.

- This warranty excludes damage caused by water/ moisture from below the flooring, flooding, running water, hydrostatic pressure (vapor through the subfloor), wet mopping and steam cleaning.

## **HOW LONG DOES THE WARRANTY COVERAGE LAST?**

Evoke has a wide portfolio of products with new products and styles continually added to the product offering. Therefore, the warranty period is defined on samples, literature and the individual product information pages on our website at [www.evokeflooring.com](http://www.evokeflooring.com). Note - there are differences in warranty periods based on end use defined as residential, light commercial or commercial.

## **WHAT WILL EVOKE DO IF THERE IS A VALID CLAIM?**

The sole remedy under this warranty is the repair, replacement, or refund, at the Company's discretion, of the defective Product or affected area through the customer's qualified dealer.

## **WHAT DOES THIS WARRANTY NOT COVER?**

- Scratches, indentations, marks, stains, or other damage caused by negligent or accidental exposure to abrasive materials including but not limited to high-heeled or cleated shoes, heavy or sharp objects, product spills, excessive moisture or heat, staining or detergents.
- Problems arising from failure to follow the applicable installation instructions and/or the care and maintenance instructions.
- Damages caused by improper installation over and/or use of radiant heated floors.
- Differences in color or texture, including minor shade or gloss differences between different product lots, or between the product and showroom samples, photographs and online images.
- Damage caused by neglect, intentional abuse, accidents, or construction-related damage including but not limited to friction burns, cuts, chips, overspray, appliances or other heavy item movement, etc.
- Indentations or other damage caused by rolling loads or moving heavy items across the floor.
- Stains or other damage resulting from exposure to excessive moisture whether through flooding, wet mopping or any other source.
- Fading or discoloration resulting from exposure to chemicals, oils, transferable surfaces or excessive sunlight.
- Any damage caused by structural failure or movement, deflection of subfloor, or natural disasters, improper subfloor preparation, improper installation techniques or installation workmanship.
- Damage resulting from flooding, natural disasters, fire, smoke or other like causes.

- Damage due to hydrostatic pressure (vapor through the subfloor), alkali deposits, excessive moisture or moisture emissions or other subfloor conditions.
- The warranty does not cover any incidental costs associated with the removal, disposal, or installation of replacement products such as lodging, meals or any other costs associated with the customer not having their usual access to the location where the Evoke products subject to the warranty claim are being removed, disposed and/or installed.
- Premature wear caused by subfloor irregularities that telegraph through the flooring.
- Replacement due to minor noise from squeaking crackling or popping of floating floors.
- Products sold through unauthorized dealers.
- Products sold “as is” or sold as seconds, or other than standard quality.
- Damages from shipping and handling are not warranty claims.

## HOW DO YOU GET WARRANTY SERVICE?

Claims must first be submitted to the Evoke dealer from where the product was purchased. A copy of the original sales receipt and a photograph showing the cause of the claim must be provided to Metropolitan by the customer’s Evoke dealer. Below is the contact information for Metropolitan’s Technical Services & Claims Department. Further instruction will be provided by Metropolitan once they are in receipt of the above.

US: 1-800-851-7056

Canada: 1-800-992-3163

Email: [techserv@metrofloors.com](mailto:techserv@metrofloors.com)

## OTHER TERMS:

These limited warranties are expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of Metropolitan, or any other person, is authorized to assume for Metropolitan any additional liability or responsibility in connection with Evoke products. Consequently, agents, employees, distributors, and dealers of Evoke products are not authorized to make modifications to this limited warranty, or additional warranties on behalf of Metropolitan. Accordingly, additional statements such as dealer advertising or presentations, whether oral or written, do not constitute warranties by Metropolitan and should not be relied upon.

**IMPLIED WARRANTIES OF MERCHANTABILITY ARE LIMITED TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY CASE, METROPOLITAN SHALL NOT BE LIABLE FOR SPECIAL, CONSEQUENTIAL, OR INDIRECT OR OTHER DAMAGES ARISING FROM BREACH OF LIMITED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR OTHER LEGAL THEORY EVEN IF EVOKE OR ITS AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

Metropolitan reserves the right to modify or change this warranty at any time. This warranty is effective for Evoke products purchased after March, 4, 2025.