



Thank you for your Provenza MaxCore™ Waterproof Luxury Vinyl Plank WPC/SPC flooring purchase. MaxCore™ LVP floors are beautiful, durable and backed by industry standard warranty coverage. With proper job site preparation, installation, and routine care and maintenance, your new Provenza MaxCore™ LVP floor will give you years of beauty and function.

Provenza MaxCore™ LVP floors feature an attached underlayment pad and are designed for a floating installation method and can be installed over existing floors provided they meet the subfloor requirements outlined here.

MaxCore™ LVP flooring is intended for interior use only and is suitable for above-grade, on-grade, and below-grade applications. MaxCore™ LVP floors should not be installed in locations where the substrate below the building structure is exposed to the elements or where there are structural problems related to ongoing moisture exposure.

### **INSTALLER/OWNER RESPONSIBILITY**

Please read these instructions and warranty disclosures completely before proceeding to installation!

**BY INSTALLING THIS PRODUCT, YOU ASSURE THAT ALL INSTALLATION REQUIREMENTS OUTLINED HERE HAVE BEEN MET AND AGREE TO THE TERMS AND CONDITIONS OF THE PROVENZA MAXCORE™ LUXURY VINYL PLANK LIMITED WARRANTY.**

### **PRODUCT HANDLING, INSPECTION & STORAGE**

Always transport and store product cartons carefully to prevent damage to the flooring inside. Cartons should be stored in a climate controlled environment on a flat surface and not upright on their ends or in areas subject to extreme temperatures, *including but not limited to*, garages, basements, storage containers, sheds, crawl spaces, or attics.

It is the installer/owner's responsibility to inspect the flooring product purchased. This inspection should include product color, quality, finish and locking system. Provenza Floors®, Inc. will not accept responsibility for the installation of MaxCore™ LVP flooring with visible manufacturing defects or damage.

If the product is not acceptable, **DO NOT PROCEED TO INSTALLATION**. Do not continue opening cartons and do not discard cartons that were opened during inspection. Contact your retailer immediately for assistance!

### **JOBSITE PREPARATION**

#### **EXTERIOR**

***Structural damage caused by water and/or high humidity must be resolved prior to installing Provenza MaxCore™ Luxury Vinyl Plank flooring.***

Ensure that exterior grading is complete with surface drainage offering a minimum drop of 3" in 10' to direct exterior water sources away from the structure where the flooring will be installed inside.

Crawl spaces should be a minimum of 18" high, insulated per latest building code requirements, with a minimum 6-mil ground cover vapor barrier. Crawl spaces should offer cross-ventilation air vents equivalent to at least 1.5% per 100 square feet of floor space.

## INTERIOR

***Moisture issues must be detected and corrected before installation. Provenza MaxCore™ LVP floors are waterproof but are not intended for use as a moisture barrier.***

The jobsite should be enclosed and climate controlled. HVAC systems must be fully operational with a consistent room temperature of 65°–85° F and relative humidity levels of 35%–55% before the flooring is delivered or installed, and throughout the lifetime of the flooring installation.

Do not install MaxCore™ LVP floors where they will be subject to extreme hot or cold temperatures at any time. Do not install cabinets or heavy fixtures on top of MaxCore™ LVP flooring.

To eliminate potential trade-related damage, Provenza recommends that installation of its MaxCore™ LVP flooring be one of the last jobs completed.

## SUBFLOOR CONDITIONS

The quality and preparation of the subfloor is critical to a successful MaxCore™ LVP installation.

### ACCEPTABLE SUBFLOOR TYPES

- CDX Plywood.
- Concrete. Minimum compression strength of 3000 PSI.
- OSB/Particleboard.
- Existing resilient tile, sheet vinyl (one layer only) or ceramic tile.

### Minimum subfloor requirements for all installations:

- Structurally sound, smooth, clean, and free of debris, *including but not limited to*, staples, nails, wax, grease, paint, sealers and old adhesives.
- Level and flat to 3/16" per 10'.
- Dry throughout the lifetime of the installation.

### Wood subfloor must be:

- Tested for moisture not to exceed 11%.
- Nailed or screwed down every 6" along the joists to remove subfloor squeaking.
- Leveled with high spots sanded down and low spots filled with a leveling compound. Leveling material should provide a structurally sound wood subfloor.

### Concrete subfloor must be:

- Fully cured for at least 60-90 days prior to installation.
- Tested for relative humidity, moisture, and pH. Relative humidity tests should not exceed 85% (RH); Calcium Chloride Test for moisture should be no more than 8lbs per one-thousand square feet in 24 hours MVER (Moisture Vapor Emission Rating) and pH tests for alkalinity levels should register between 7 and 9.
- Installed properly with a minimum 6-mil poly film moisture barrier between the concrete and ground below.

When MaxCore™ LVP products are installed over ground level concrete and below-grade applications (concrete or existing floors), a 6-mil poly film must be installed as an additional layer of moisture protection. A concrete sealer can be used as another type of protection. When installing the 6-mil poly film, it should be overlapped 6 to 8 inches using waterproof tape to seal all seams and extended a few inches up the walls. Improper installation of 6-mil poly film will result in issues such as noise, squeaking, creaking and failure of the locking mechanism. Improper installation can also lead to misalignment of planks and/or damage to the flooring over time. Proper preparation and installation are essential for the longevity of your flooring.

## Existing Subfloors

### Resilient tile, sheet vinyl or ceramic tile requirements:

- No more than one layer.
- Well secured to structural subfloor.
- Grout lines of any depth should be filled in with a cementitious leveling and patching compound to assure a smooth, flat surface. The leveling compound must be completely dry before installation.

### **DO NOT INSTALL MAXCORE™ LVP OVER CUSHION BACKED GOODS OR ANY OTHER FLOORING THAT IS NOT COMPLETELY ADHERED TO THE SUBFLOOR.**

Floor coverings that must be removed prior to installation include: Carpet, needle felt, cushion vinyl, floating floors of any kind, parquet, solid and engineered hardwood over concrete, sleeper substrates and pavers with an uneven surface. ***Do not install over wood flooring glued to concrete.***

## RADIANT HEAT GUIDELINES

Provenza MaxCore™ LVP floors should only be installed over “**embedded**” radiant heat flooring systems. Prior to installation, the radiant heating system should be operational with the heating temperature set to 68°F 48 hours before, during and 72 hours after installation.

The temperature of the radiant heating system may be increased gradually 72 hours after installation, but the surface temperature should never exceed 85° F. **See [provenzafloors.com](https://provenzafloors.com) for detailed radiant heat guidelines.**

## ACCLIMATION

Provenza MaxCore™ LVP floors require acclimation for a minimum of 72 hours prior to their installation. Product cartons should be placed in the area where they will be installed. Do not stack boxes directly on the concrete subfloor. HVAC systems must be fully operational with a consistent room temperature of 65°– 85° F and relative humidity levels of 35%–55%. Remove plastic wrap from flooring cartons if present but do not open the flooring cartons or take out individual planks until acclimation has been achieved and the flooring is ready to be installed. Proper temperature and humidity levels in the installation area are key to the acclimation process.

## INSTALLATION

**Tools and Supplies needed:** Expansion Gap Spacers, Ruler, Pencil, Tape Measure, Utility Knife.

Provenza MaxCore™ LVP floors are designed to replicate the look of a real wood product with natural variations in color, texture, and shade. For optimal visual effect, shuffle planks from several cartons and avoid installing similar planks next to others nearby.

For aesthetic purposes, plank flooring is often laid in the direction of the longest wall. It is the responsibility of the installer/owner to choose which direction the flooring will run before installation starts.

Provenza MaxCore™ LVP floors can be installed in a staggered fashion to achieve an overall random appearance, but other patterns can be implemented and it is the responsibility of the installer/owner to make this decision before installation starts.

## STARTING INSTALLATION

Select installation starting point next to an outside wall. This is usually the straightest and best reference for establishing a straight working line.

Establish the working line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a full plank. You may need to scribe cut the first row of planks to match the starting wall to establish a straight working line if it is out of square.

Undercut or notch-out door casings to fit the floor thickness by setting a plank piece on the subfloor and using it as a height guide for sawing. Remove door thresholds and base moldings and replace them after flooring installation.

Place  $\frac{3}{8}$ " expansion spacers around the perimeter, including adjacent existing floors or other structures such as hallways, door jams and thresholds. For rooms larger than 50-feet, the expansion space should be increased to  $\frac{1}{2}$ ".

Measure the room at a right angle to the direction of the flooring, calculate number of planks required to fit, and, if necessary, cut plank widths in the first row to a smaller size. The ending row must be a minimum of 2" wide. You may want to position a few rows before starting installation to confirm your layout decision and working line.

Before starting installation make sure the subfloor is clean and free of debris.

When laying the flooring, ensure that end joints are staggered from each other in adjoining rows. For optimal results, end joints should be staggered a minimum of 15" for plank lengths of 48" to 60" and a minimum of 22" for plank lengths greater than 72". A cut-off piece can be used for starting the next row provided it is at least 15" long, otherwise discard it and cut a new random length plank of at least 15 – 22" as applicable.

Always begin each row from the same side of the room and ensure that the required expansion gap spacers are placed at ends and edges where planks meet the wall. The tongue side of the plank should face the starting wall.

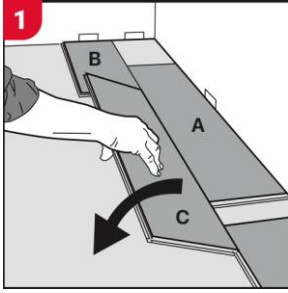
As installation proceeds, cut the last plank in each row allowing for the required expansion space, and continue to check that both the long sides and end joints are fully locked, secure and have not shifted during this process. Continue to check for and clear debris from the subfloor before laying each plank.

During the installation process, the installer/owner should inspect and approve each plank that will be used and avoid placing planks with the same patterns nearby each other.

The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. Provenza Floors will not honor claims due to a lack of on-site flooring inspection and acceptance by the installer/owner.

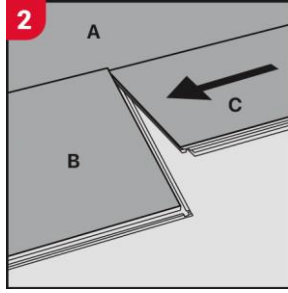


## General Installation Instructions



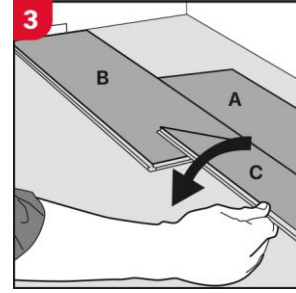
### First row

Place plank (A) as support for long side alignment of plank (B) and (C) while you install plank (B) and plank (C). After the first row is installed, remove plank (A).

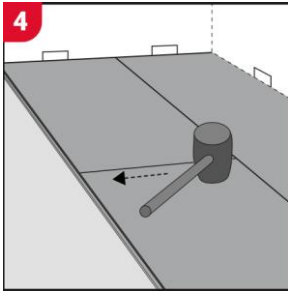


### First row, Second plank

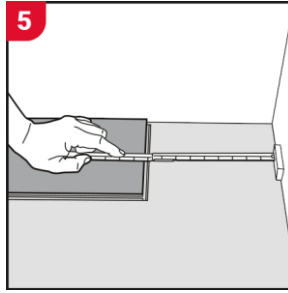
Gently place plank (C) close to the short end of the first one (B).



Starting from the corner closest to the previous plank (B), fold down in a single action. During the fold down process, make sure the planks are close to each other.

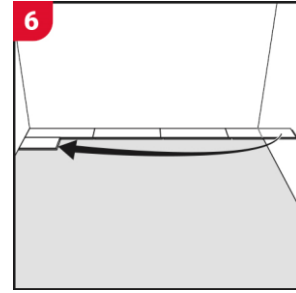


Afterwards, use a rubber hammer and tap down on the short end of the plank just installed.



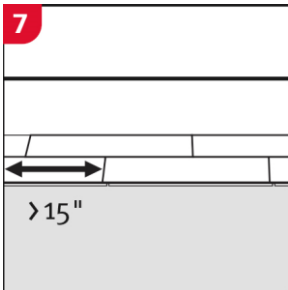
### End of row

At the end of the first row, place a  $\frac{3}{8}$ " spacer against the wall and measure the length of the last plank to fit. Cut to size and install.



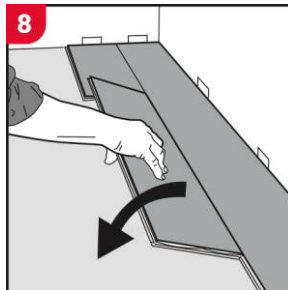
### Second row, first plank

Place  $\frac{3}{8}$ " spacer against the wall and use either the cut part from the last row, or a new plank measuring at least 15" in length.



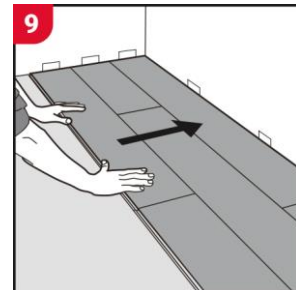
### Staggering end joints

The minimum distance between plank end joints in parallel rows must be at least 15" for plank lengths of 48" to 60" and 22" for plank lengths greater than 72".



### Second row, second plank

Gently place the plank close to the short end of the previous plank and fold down in a single action.



### After 2-3 rows

As installation proceeds, check that the installed planks are tightly locked and snug against the  $\frac{3}{8}$ " expansion gap spacers on each wall. Remove the spacers once the installation process is complete.

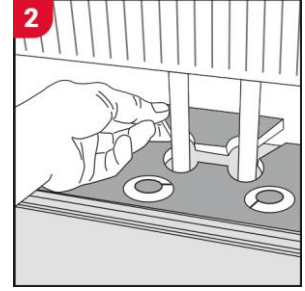
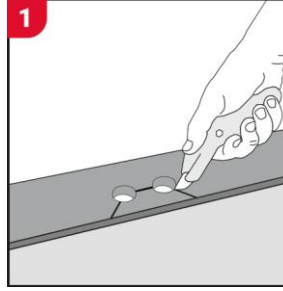


## General Installation Instructions



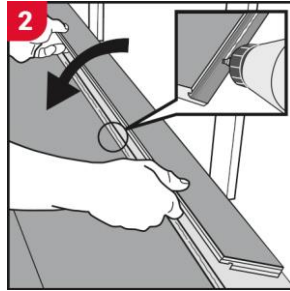
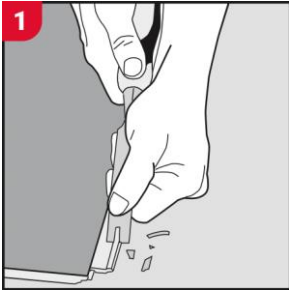
### First or last row at uneven walls

The first and last rows may need to be trimmed at uneven walls. Scribe the wall line to the plank row as shown, cut and then continue with installation. The last row plank width must be at least 2" wide.



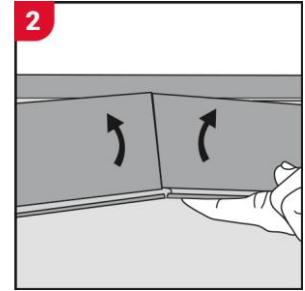
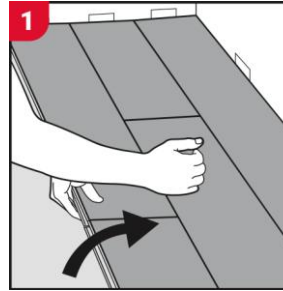
### Installation around radiator/heating pipes

Drill holes two times larger than the diameter of the pipes. Remove a piece of the plank with a utility knife. Position the plank on one side of the pipes and the cut piece on the other side. Glue cut edges together.



### When angling is not possible

Remove the vertical locking part of the strip with a chisel. Apply glue on the strip and push the planks together to join them. Ensure that 3/8" spacers are between the last plank and the wall to maintain the required expansion gap.



Separate the entire row by carefully lifting up and releasing it. Fold up the row and release the long sides.

Disassemble planks by lifting the short ends upwards. **Never fold up the plank as this will damage its locking profile.**



Scan for  
installation  
video!

[provenzafloors.com](http://provenzafloors.com)



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## FINISHING THE JOB

Remove expansion spacers from the perimeter. Install or reinstall baseboard and/or quarter round moldings to cover the expansion space. For bathtubs or showers where standard molding cannot be installed, use flexible caulking in its place.

Install transition pieces such as reducer strips and t-moldings as needed, being careful not to nail or pin them to the flooring underneath. T-moldings are required at all doorways for commercial installations.

Clean and remove all dirt and debris from your new floor by dust mopping or vacuuming.

If needed, cover your newly installed floors with rosin paper to protect them while other trades are working. Clean the floor thoroughly before laying the rosin paper to ensure that no debris is trapped underneath.

**DO NOT USE** plastic film or other non-breathing coverings as this can cause increased humidity. Overlap rosin paper on long edges and seal with tape to prevent debris from getting underneath. Secure rosin paper at walls by taping to trim, avoiding adhesive tape contact with the flooring surface.

Heavy furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways to avoid damaging it.

## FLOOR CARE & MAINTENANCE

Provenza MaxCore™ Waterproof Luxury Vinyl Plank floors are durable, but like all interior floor coverings require periodic maintenance to look their best and prevent problems before they occur. The frequency will depend on your lifestyle and traffic on the flooring over time.

### Routine/Preventive Care Do's and Don'ts:

- Sweep, dust mop or vacuum (air suction only) regularly to remove loose dirt and grit. Do not use treated dust mops on MaxCore™ LVP floors.
- Do not use a steam cleaner on MaxCore™ LVP floors.
- Clean up spills or pet accidents immediately.
- Clean using **Provenza's All Purpose Floor Cleaner**.
- Do not use harsh cleaners or chemicals, or abrasive scrubbing tools.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. MaxCore™ LVP flooring exposed to excessive heat and light is subject to thermal degradation.
- Maintain consistent room temperature of 65°–85° F and relative humidity levels of 35%–55% at all times.
- Do not expose MaxCore™ LVP floors to temperatures exceeding 110° or temperatures below 32° F.
- Do not expose MaxCore™ LVP floors to acetone or other harsh chemicals such as oil or petroleum-based products. Do not track asphalt-driveway sealer or automobile oil onto MaxCore™ LVP floors.
- Ensure that chairs or furniture with casters or wheels are easy swiveling with large surface non-staining casters and suitable for resilient floors use. Do not use ball type casters as they can damage the floor.
- Protective mats and chair pads are required under office chairs or furnishings with rolling casters.
- Ensure that frequently moved furniture is protected with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors. Use floor protectors under furniture.
- Use walk-off mats at entrances to prevent dirt and grit from being tracked on to the floor.
- Protect flooring in the kitchen area with a high-quality rug in areas subject to hot oil spills or splatter.
- Use non-staining mats only. Rubber-backed mats may discolor the floor.
- Do not use electric brooms with hard plastic bottoms without padding as these may damage the flooring.

## GENERAL TERMS AND WARRANTY COVERAGE

This warranty document covers Provenza MaxCore™ flooring when applied in a residential or light to medium commercial setting. Provenza MaxCore™ flooring when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a **licensed certified flooring contractor to validate this warranty**. No exclusions or exceptions will be made to this clause.

This warranty covers the cost of material (**prorated**) for the period of the warranty stated. The manufacturer reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring. The manufacturer reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. The manufacturer at its discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation. Provenza MaxCore flooring products must be professionally installed by a certified flooring License contractor to validate this warranty. No exclusions or exceptions will be made to this clause. **Closeouts, seconds, and cash-n-carry sales are not covered under this warranty.**

This warranty states that Provenza MaxCore™ flooring will be free from manufacturing or material defects for the term stated above. Should a problem attributable as a manufacturing defect develop after the flooring is installed, the manufacturer will verify the validity of the manufacturing defect. Upon determination of a manufacturing defect, the manufacturer will authorize a credit based on the original purchase price of the product to the distributor/dealer, which will be good toward the purchase of a replacement. **When a defective product is installed, credit applies only to material, and does not include labor, since it is the responsibility of the purchaser/installer to determine suitability of material prior to installation.**

This Limited Warranty only applies to MaxCore™ LVP floors that are installed and maintained according to the Provenza MaxCore™ Luxury Vinyl Plank Guidelines.

**Provenza MaxCore™ products are not warranted against squeaking, popping, or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.**

### Pre-Installation

Provenza Floors warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Provenza Floors will not be responsible for any claim for flooring installed with visual defects.

### Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed provided that such flooring is installed according to Provenza MaxCore™ Luxury Vinyl Plank Guidelines.

These guidelines are updated periodically and MaxCore™ LVP floors must be installed according to the current guidelines at the time of installation. **See [provenzafloors.com](https://provenzafloors.com) for the latest MaxCore™ Luxury Vinyl Plank Guidelines.**

### Wear Layer

The Company warrants the resilient floor product will not wear through to the pattern/decor layer under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic.



### **Terms of Warranty and Replacement/Repairs**

Provenza Floors reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Provenza Floors repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation.

In the event that Provenza Floors repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

Replacement resilient flooring will come from current running-line products comparable to the warranted product.

### **Within Two Years**

Claims on defects of this product as covered by this warranty that are reported in writing within two years of purchase — Provenza Floors will arrange a credit based on the original purchase of the product or replace the product. If professionally installed, reasonable labor costs are included.

### **After Year Two**

Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term — Provenza Floors will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included. Refer to the Provenza Floors prorated table for details.

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Provenza Floors will supply new flooring material of similar color, pattern and quality to replace the defective area. Provenza Floors will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed.

**IMPORTANT! This warranty is not transferable. It extends only to the original owner occupied end-use purchaser. Provenza Floors does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Provenza Floors shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).**

Questions regarding the terms of this Limited Warranty should be directed to customer service at (877) 455-7890. Provenza Floors reserves the right to inspect flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

### **Proration of Residential Warranties**

Unless otherwise specified, these limited warranties are prorated, meaning the original warranty value is reduced relative to the length of ownership.

For the 1<sup>st</sup> and 2<sup>nd</sup> years, regardless of warranty length, the flooring is covered at full value. Beginning in the 3<sup>rd</sup> year, the warranty value is decreased based on the remaining years. See proration tables for details on next page.

## 25-Year Finish Warranty Proration

1 <sup>st</sup> – 2 <sup>nd</sup> Year	100%
3 <sup>rd</sup> – 5 <sup>th</sup> Year	80%
6 <sup>th</sup> – 8 <sup>th</sup> Year	70%
9 <sup>th</sup> – 11 <sup>th</sup> Year	60%
12 <sup>th</sup> – 14 <sup>th</sup> Year	50%
15 <sup>th</sup> – 17 <sup>th</sup> Year	40%
18 <sup>th</sup> – 20 <sup>th</sup> Year	30%
21 <sup>st</sup> – 23 <sup>rd</sup> Year	20%
24 <sup>th</sup> – 25 <sup>th</sup> Year	10%
End of 25 <sup>th</sup> Year	0%

## Lifetime Warranty Proration

Based on an industry-standard of the 30-year lifespan of Provenza Floors engineered hardwood or Provenza MaxCore™ LVP products.

1 <sup>st</sup> – 3 <sup>rd</sup> Year	100%
4 <sup>th</sup> – 6 <sup>th</sup> Year	90%
7 <sup>th</sup> – 9 <sup>th</sup> Year	80%
10 <sup>th</sup> – 12 <sup>th</sup> Year	70%
13 <sup>th</sup> – 15 <sup>th</sup> Year	60%
16 <sup>th</sup> – 18 <sup>th</sup> Year	50%
19 <sup>th</sup> – 21 <sup>st</sup> Year	40%
22 <sup>nd</sup> – 24 <sup>th</sup> Year	30%
25 <sup>th</sup> – 27 <sup>th</sup> Year	20%
28 <sup>th</sup> – 30 <sup>th</sup> Year	10%
End of 30 <sup>th</sup> Year	0%

## Exclusions

The following are not covered by this Limited Warranty:

- Damage due to improper job site preparation and/or subfloor conditions, installation or maintenance.
- Damage caused by failure to properly align and lock end joints during installation.
- Damage caused by pet accidents.
- Damage caused by excess moisture in the concrete subfloor.
- Damage caused by fire or burns, accidents, intentional abuse, flooding, construction, or installation.
- Damage caused by vacuum cleaner beater bar.
- Damage or indentations caused by improper rolling loads, caster wheels, chairs, or other furniture without proper floor protectors and cuts from sharp objects.
- Surface scratches or scuffing.
- Changes in color or sheen due to exposure to sunlight or the use of rubber-backed mats.
- Exterior or non-flooring applications.
- Loss of gloss.
- Minor shading, color, or texture differences between floor samples, printed color photographs or illustrations and the delivered product.

- Damage due to use of adhesives or tape; exposure to acetone or other harmful chemicals; punctures, cuts, indentations; failure to use protective mats under heavy and/or rolling furniture, *including but not limited to*, desks, desk chairs, exercise equipment.
- Flooring sold as irregulars or trial grade materials or “as is”.
- Product installed in locations subject to heavy static loads, heavy rolling fixtures, and/or furniture, *including but not limited to*, areas of recreational, hospital, or rehabilitative activities.
- Product installed in commercial food preparation areas and underneath food preparation tables.
- Improper use of the flooring product to seal an existing floor from moisture. *MaxCore™ LVP floors are not intended for use as a moisture barrier.*
- This Limited Warranty is void if the required product acclimation process was not completed in accordance with MaxCore™ Luxury Vinyl Plank Guidelines, including maintenance of proper temperature and humidity levels once the flooring is installed.
- Only installation techniques described in this Provenza MaxCore™ Luxury Vinyl Plank Installation Guide are warranted.
- Provenza Floors does not warrant Provenza MaxCore™ LVP installations involving custom cutting, such as 45-degree mitered corners and serpentine edges.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or re-installation of the affected material, and any other incidental or consequential damages.

**Provenza MaxCore™ products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.**

Some states do not allow the exclusion or limitation of incidental or consequential damages therefore some of the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, expressed or implied.

#### **WARRANTY OWNER**

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and with respect to the residential warranty, applies only to a resident homeowner.

Please retain your original flooring purchase receipt. Provenza Floors requires the purchase receipt in order to verify date of purchase to help resolve problems or potential claims.

#### **Manufacturer Inspection Rights and Claims**

Provenza Floors®, Inc. shall be allowed a reasonable time to inspect any Provenza MaxCore™ Luxury Vinyl Plank flooring product claimed to be defective.

Claims submitted to Provenza Floors®, Inc. must be supported with the original sales receipt.

In the event of litigation, all controversies shall be submitted to the **American Arbitration Association. Venue shall be the County of Orange, State of California.**

## CUSTOMER SERVICE & CLAIMS

### Internet Sales Policy

The Provenza Floors®, Inc. Manufacturer Warranty applies only when the Provenza MaxCore™ LVP flooring purchase is made directly through an authorized Provenza Floors Retailer.

**Provenza Floors products purchased online are not covered by the manufacturer warranty.**

Any Provenza flooring sale that has been misrepresented by the retailer/seller, *including but not limited to*, returns, off-color, or manufacturer defect resale, is not covered by the manufacturer warranty.

### Claims Process

Any Provenza MaxCore™ flooring claims must be filed by the Provenza Retailer where the flooring was purchased within the warranty coverage period within 90 days of the basis of the claim being detected. The claim documentation and original floor purchase receipt should be sent to:

Provenza Floors Warranty Department  
15541 Mosher Avenue, Tustin CA 92780

Provenza Floors reserves the right to have a Provenza Floors representative inspect the floor, remove samples for technical analysis and request proof that pre-installation, installation and floor care and maintenance are in accordance with Provenza Floors® Inc. requirements.

If any portion of your floor should fail with respect to applicable warranty provisions, Provenza Floors®, Inc. will repair, refinish or replace the product at its sole discretion.

If you have questions or concerns regarding your Provenza MaxCore™ Luxury Vinyl Plank flooring, please contact Provenza Floors customer support at: **(877) 455-7890**.

### Save Your Original Receipt!

Save your original purchase receipt to protect your flooring warranty! Document your purchase and save this information for future reference.

**Make sure that you save the following information for your records:**

- ✓ Date of Purchase
- ✓ Product Color Name
- ✓ Product SKU
- ✓ Authorized Retailer Name, Address & Business Phone



**Scan for full  
installation  
instructions!**  
provenzafloors.com



**Scan for  
installation  
video!**  
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**Note:** This document supersedes all previously distributed Provenza MaxCore™ LVP 5G-i Installation, Floor Care & Warranty Guidelines and is subject to change without notice. Revision date: 11/14/2024