



Hard Surface Warranties

August 2026

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What We Stand By

VISION

To be recognized as a national floor covering leader that provides an efficient, consumer-oriented purchasing process and outstanding employee commitment.

MISSION STATEMENT

To provide the best value in floor covering by offering our customers quality products and services, while maintaining our commitment to support our communities, employees, and shareholders.

CORE VALUES

- Personal Integrity and Accountability
- Customer Service Excellence
- Product Quality, Selection, and Value
- Teamwork and Competitiveness
- Stakeholder Commitment
- Responsible Stewardship

No Surprise Guarantee

S&G Carpet and More prides itself on the detailed and expert training that we supply to our staff. The S&G employee that comes to your home will measure, present options, and provide you with an accurate and binding price. Because of the great confidence in our staff, the price that is quoted by our In-Home Sales Consultant is the price you will pay. Any oversights will be addressed at our expense.

It is common in the trades for companies, contractors or installers to quote one lower price to get the job and then raise the price once the project is under way. The installer will charge you with extra fees or costs to cover extras such as floor prep or additional labor. For some companies there always seem to be unforeseen situations that increase the price from the originally quoted price. At S&G Carpet and More we honor the price we quoted.

S&G will review all areas and the specific scope of your project while conducting a free in-home consultation. During this time, all rooms, materials, base, moldings, furniture and appliance moving and labor will be discussed and agreed upon before a bid is presented. We want to get it right. You will know the exact cost to do your project correctly before we start, and you can rest assured that the price quoted is the price you will pay—no extra hidden charges.

The customer must understand that S&G Carpet and More is only able to work within the scope of a C-15 license. Therefore, if structural damage, low or high joist/beams, water damage, subfloor damage, mold, excessive concrete moisture, asbestos in any form, or termites are found during the installation of your new flooring, the job will stop until the customer can have those repairs done by a general or licensed contractor. S&G Carpet and More is not responsible to pay for or to perform those repairs.

Low Price Guarantee

S&G prides itself on selling only the best quality flooring material. Our products are made to be durable, stain resistant, easy to maintain, and all carry a limited manufacturers' warranty. In addition, S&G prides itself on unsurpassed customer service, installation and satisfaction... all at an affordable price. No one can match the overall value for selection, products, service, installation, and warranties.

If however, you should find a lower price on the same product, installation and warranties, S&G Carpet and More will beat the competitor's total price, guaranteed.

In order to be eligible for the S&G Carpet and More Price Guarantee, you must present a typed quote on the competitor's official letterhead or invoice, no later than 2 days prior to the installation date of the material. The competitor's offer must be dated within 20 days of placing the order with S&G. Orders must be a minimum of one thousand dollars. The competitor must be a local licensed retailer with a retail location. The competitor's bid must be line itemized and include all room dimensions, installation fees, product pricing, freight, sales tax and any discount or sale pricing. Carpets must be the exact same style, weight, color and fiber with a matching warranty. Hard surface products must be identical. Offer is only good on first quality, running line products. S&G Carpet and More will not match competitor's offers on free or bonus promotions, special offers, clearance or discontinued material, or financing offers. S&G Carpet and More will not match internet offers. S&G Carpet and More has the right to refuse, or deny any written bid or estimate from a competitor. S&G Carpet and More reserves the right to refuse to do business with any potential customer. This guarantee is meant to give the consumer confidence in the overall product, service, installation and warranties provided by S&G Carpet and More.

Installation Department

S&G will call or email you when your material has arrived. Due to changing manufacturing dates and shipping irregularities, jobs will not be scheduled until all the material is in S&G's possession. You may call the Installation Department between the hours of **9:00AM and 6:00PM PST Monday through Saturday at (866) 241-3551.**

DAY OF INSTALLATION NOTES

- All furniture and appropriate appliances should be moved out of the installation area. Furniture and appliance moving are available at an additional charge. Customers are responsible for moving all knick-knacks.
- S&G will not move or disconnect electronic equipment.
- S&G Carpet and More is not responsible for cutting doors. Sometimes doors will need to be trimmed because of the height of the new flooring.
- Realize that touch-up putty and painting will be needed if the installer has removed and replaced your existing baseboards. S&G does not provide that service.
- There should be proper ventilation and access to electricity to ensure the completion of your installation.
- Installation, pull-up, and prepping of existing floors will cause dust, be advised that some dusting will be required by the home owner.
- Expect some noise during installation such as power tools and hammers.
- It is expected that the residents will stay off the new flooring during the night of installation, to allow glues and sealers to dry.
- Sunlight will highlight seams, patina hardwood floors, and burn or fade vinyl floors.
- All hard surface floors should be protected from rolling chairs by using a good quality floor protector. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- S&G recommends not using a floating floor installation in homes where wheelchairs, electric scooters, or other heavy mobility aids are used.
- All jobs are C.O.D.

Lifetime Hard Surface Installation Warranty

The Hard Surface Installation Warranty protects you, the original purchaser, if you have purchased an S&G Hard Surface floor for your own use in an owner-occupied residence. S&G Carpet and More's Limited Hard Surface Residential Installation Warranty applies to the flooring that has been installed by a certified S&G Carpet and More installer. The labor must be purchased directly from S&G Carpet and More. S&G warrants that the original installation was done to the standards of the State Contractors Board when first installed. All areas must be empty to perform warranty work.

This warranty is not transferable and does not cover abuse (broken moldings, chair damage, damage caused by furniture, damage caused by pets, damaged caused by wheeled devices), neglect, maintenance issues, moisture, water damage, concrete moisture, hydrostatic pressure, animal damage, or acts of nature.

If appliances are moved during the installation, S&G has a warranty of 1-year on the handling of appliances. It is the consumers' responsibility to ensure there is no leaking after the installation. Any issues should be reported immediately (example: leaks from pedestal sinks, leaks from water lines, leaks from wax seals, etc.).

S&G Carpet and More will take proper precautions when moving furniture, but minor dents and scratches can occur due to handling.

S&G Carpet and More is not responsible for cutting doors if a thicker product is being installed. S&G is not responsible for painting or touching up baseboards, expect damage if the old base is being removed and reinstalled. S&G Carpet and More is not responsible for door casing or trim work that may be short if a new thinner material is being installed. S&G is not responsible for paint lines on walls or wallpaper lines showing if a new thinner product is being installed.

This warranty is void if the General Terms and Conditions have not been followed.

Total Satisfaction Guarantee

The Total Satisfaction Guarantee is for you, the original purchaser, if you have purchased a S&G Hard Surface floor for your own use in an owner-occupied residence. S&G Carpet and More guarantees that if you are not satisfied with your hard surface flooring within 45 days of installation, we will supply new material for replacement. The original installation must have been purchased through S&G Carpet and More. The consumer is responsible for all labor cost including removal/tear out, installation and the moving of all furniture and appliances. The primary purpose of this guarantee is to help the consumer who is not happy with their decorating choice. S&G Carpet and More will supply material only 1 (one) time and the customer is responsible for all labor costs. The customer must reselect a product of equal or greater cost and the customer is responsible for all upgrade costs. The original material becomes the property of S&G Carpet and more.

All Total Satisfaction Warranty claims must be completed within 45 days from original customer notification to S&G Carpet and More. This warranty is void if the General Terms and Conditions have not been followed.

General Terms & Conditions of Warranties & Guarantees

S&G Carpet and More warranties and guarantees are in effect when the following terms and conditions are met.

The flooring and labor must have been purchased from S&G Carpet and More and installed by a certified S&G installer. The product must receive proper maintenance including regular vacuuming or sweeping and regular cleaning. Note that portable steam units, wet sprayers or similar devices will often damage your flooring and will void all warranties and guarantees. Improper maintenance or lack of maintenance along with excessive surface moisture, subfloor moisture or lack of climate control will damage and ruin floors and are not covered under any warranty. To file a claim, the consumer must notify S&G Carpet and More and provide original receipts and proof of proper cleaning products. All claims must be reported to S&G Carpet and More within 30-days of discovering issue.

All hard surface flooring and labor provided by S&G Carpet and More is warrantied on a pro-rated schedule. Like all products, after flooring has been walked on or lived on and used, it naturally becomes less valuable and closer to the end of its life. Therefore, all warranties will be on a pro-rated basis. The pro-rates basis is:

1st Year = 100%	7th Year = 40%	13th Year = 20%
2nd Year = 90%	8th Year = 30%	14th Year = 20%
3rd Year = 80%	9th Year = 30%	15th Year = 20%
4th Year = 70%	10th Year = 30%	16th Year = 10%
5th Year = 60%	11th Year = 30%	17th Year = 10%
6th Year = 50%	12th Year = 30%	18th + = 10%

***The pro-rated value of your flooring will be considered for all warranty work that might happen.

Previous flooring tear out (this will cover wood, tile, laminate, LVP, etc.) or furniture or appliance moving is a one-time cost and does not have a value with the pro-rated schedule. Meaning you would not get a credit for these services as they have no value towards pro-rated schedule.

All warranties and guarantees specifically exclude damage from such things as tears, gouges, scratches, chipped edges, surface moisture, water leaks, spills, subfloor moisture, excessive concrete moisture, hydrostatic pressure, material failure due to subfloor moisture, burns, pet damage, fading, odor, sun fade / sun burn, damage caused by improper cleaning products or methods (do not use the hardwood cleaning machines, steam machines, or any type of buffing or polishing machine), as well as changes in appearance caused by, but not limited to, furniture, appliances, athletic equipment, rolling chairs, or heavy wheeled devices. Installation of flooring outside, exposed to weather, on stairs, commercial areas, or in any other area subject to other than ordinary foot traffic are also specifically excluded from the warranties and guarantees. Our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms. All flooring requires climate control. The flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.

All warranties and guarantees are non-transferable and are issued to the original purchaser for owner-occupied single family interior residential installations only. Liability under these warranties and guarantees shall be limited to the actual cost of the repair or replacement of the affected areas of the flooring or at the discretion of S&G Carpet and More in the form of a credit. Subject credits will be used toward the purchase of products of equal or greater value at S&G Carpet and More. The credit amount will be based on the original purchase price minus the proration period amount and any additional cost will be charged to you according to the normal pricing policies of S&G. Incidental or consequential damage are neither the responsibility of the manufacturer or S&G Carpet and More.

The liability of S&G Carpet and More under this warranty shall be limited to the actual cost of repair or replacement of the affected area of the flooring extending to the nearest natural break, such as, wall, doorway, entrance, staircase, molding or natural divide. Aesthetic differences such as dye lot or shading can be normal and are not considered defects. S&G Carpet and more defines “affected area” as the specific portion of flooring damaged or exhibiting issues. It must be understood that styles and colors of flooring can be discontinued at any time. A warranty replacement may require changing colors or styles, thus causing the warranty replaced flooring not to match the original purchased flooring in other rooms, other portions of the home or stairs. S&G Carpet and More reserves the right to correct any defect prior to the flooring being removed, replaced, or settlement offer. If S&G determines a claim or warranty work to be valid, the customer agrees to resolve the claim or work within a maximum of 60 days of notice.

It is the consumers’ responsibility to move furniture and have areas open and clear for any warranty work to be done (S&G Carpet and More provides furniture moving services at an additional cost if the service is needed). The consumer may also be responsible for labor cost under certain restrictions or warranties and guarantees. These warranties and guarantees give the consumer specific legal rights. You may also have other legal rights which may vary from state to state. These warranties and guarantees are void outside the continental United States. There are no implied warranties including warranties of merchant ability and fitness for a particular purpose extended by these warranties and guarantees. S&G Carpet and More will not be held responsible for any delays, lost time, wages, hotels/motels or aggravation.

Non-Covered Potential Issues

Flooring products come in many different thicknesses. Differences between the thickness of your existing flooring and your new flooring may reveal underlying issues that are not the fault or responsibility of S&G Carpet and More. These issues can appear when a thinner new product is installed: gaps at the bottom of door casings, paint lines (or missing wallpaper) on walls due to the wall base being lower, or gaps at the bottom of doors. In some cases when a thicker new product is installed: doors may need to be trimmed, or appliances may need to be altered, again not the responsibility of S&G Carpet and More. The S&G subcontractor will conduct a visual subfloor moisture inspection before the installation of the new product begins. However, due to the natural porousness of concrete site conditions can and will change seasonally and yearly, which may cause issues with the new flooring and is not the responsibility of S&G Carpet and more.

Hardwood Flooring

Hardwood Warranties

S&G Carpet and More sells hardwood from many different manufacturers and distributors. The warranties and guarantees will vary from manufacturers as well as product to product. A general rule is that all products will carry at least a 10 year to lifetime wear warranty and a 10 year to lifetime structure warranty. S&G sells only first quality hardwood so every product does have a warranty. The flooring will carry the manufacturer's warranty specific to the product that is purchased. Refer to manufacturer guidelines for additional specific warranty information for your product.

Realize that hardwood is a natural product, so the color, grain and character (knot holes) will vary from piece to piece, that is the beauty and nature of hardwood. It is understood that hardwood floors are random and any pieces not used (or unwanted by the homeowner) will be at the customers expense. It should also be understood that wood moldings will only blend with the new flooring. All hardwood floors will patina.

Hardwood Floor Care & Maintenance

All wood floors will show some wear overtime, but if you follow the care and maintenance guidelines your hardwood will last far beyond the warranty. The following guidelines are considered reasonable and necessary maintenance that you should expect to perform. This is not an all-inclusive list. All hardwood floors are vulnerable to moisture and will scratch, gouge, dent and lose gloss level over time. Wood floors will expand and contract seasonally.

CLEANING YOUR HARDWOOD FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done once per week per person or pet in the home. For example, if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped or vacuumed every day of the week.
 1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.
- Remove spills promptly using a clean, soft cloth. Moisture left on the floor will damage the wood.
 1. Dried spots should be removed by gentle agitation with damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for hardwood flooring. We recommend Bona® Hardwood Floor Cleaner.
 1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
 2. Be sure to change the cloth as it becomes soiled and clean in different directions.
 3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.

4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral, and the warranties do not cover damage caused by these non-recommended products.
5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
6. Never mop or flood your floor with water or other products. This can severely damage the flooring and damage from these actions will not be covered under any warranties.
7. Wood and water are not a good match.
8. Do not use the hard surface cleaning machines, steam machines, or any type of buffing or polishing machine.

HARDWOOD PREVENTATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean, free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).
- Exposure to the sun and UV rays accelerate the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. The word used to describe this gradual change over time is "patina." We recommend that you rearrange rugs and furniture periodically, so the floor ages evenly. Exotic species are more susceptible to color change during the aging process. Warranties do not cover damage from the sun and UV rays.

Hardwood Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- For commercial applications, wear warranty is a "walk" warranty only. Heavy loads should not be rolled across the floor; it can damage the locking mechanism.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.
- All flooring requires climate control, the flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.
- Subfloor moisture can damage your wood flooring and may not be present at the time of the installation. It can arrive or appear later due to excessive moisture, heavy rain, landscaping changes or issues, drainage problems, house settling, slab cracks or a natural higher-water table. Subfloor moisture is not covered under any warranties.

Luxury Vinyl Plank (LVP) Flooring

LVP Warranties

S&G Carpet and More sells a full selection of luxury vinyl plank flooring from many different manufacturers and distributors. The warranties will vary by product, style, and manufacturer. A general rule is that all products will carry at least a 10 year to lifetime wear warranty, a 10 year to lifetime structure warranty, and a 10 year to lifetime limited waterproof

warranty. A lifetime limited moisture warranty covers topical household-level moisture (spills, wet shoes, pet accidents that are wiped up within 48 hours). The lifetime limited waterproof warranty does not cover flooding, broken pipes, or excessive moisture or continuous water. S&G Carpet sells only first quality waterproof flooring so every product does have a warranty. The flooring will carry the manufacturer's warranty specific to the product that is purchased. Refer to manufacturer guidelines for additional specific warranty information for your product.

*Designed glue down LVP without a locking system can be used for property management applications (2mm thickness). Commercial & Residential usage is appropriate for 3mm–5mm thickness with a minimum 20mil wear layer for full Commercial Glue Down applications. All substrate and moisture considerations must be met for all glue down LVP products. Refer to manufacturer guidelines for specific warranty and installation information about your product.

LVP Floor Care & Maintenance

All luxury vinyl plank flooring is susceptible to scratches, gouges, dents and gloss reduction. However, if you follow the care and maintenance guidelines your LVP floors will last far beyond the warranty. This is not an all-inclusive list.

CLEANING YOUR LVP FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done one time per week per person or pet in the home. For example if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped, or vacuumed every day of the week.
 1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.
- Remove spills promptly using a clean, soft cloth. Even though the flooring is waterproof against household level accidents, it's best to wipe up spills and moisture as soon as possible.
 1. Dried spots should be removed by gentle agitation with a damp cloth. Blot dry.

- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for flooring. We recommend Bona® Hard Surface Floor Cleaner for Vinyl & LVT, Stone & Tile, and Laminate.
 1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
 2. Be sure to change the cloth as it becomes soiled and clean in different directions.
 3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.
 4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral and the warranties do not cover damage caused by these non-recommended products.
 5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
 6. Do not wash or wet mop the floor with soap, water, oil-based detergent, or any liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation and void the warranty. Never use a steam machine or any other cleaning machines.
 7. Never mop or flood your floor with water or other products. This can severely damage the flooring and damage from these actions will not be covered under any warranties.
 8. Do not use the hard surface cleaning machines, steam machines, or any type of buffing or polishing machine.

LVP PREVENTATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean, free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.

- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).

LVP Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- For commercial applications, wear warranty is a "walk" warranty only. Heavy loads should not be rolled across the floor; it can damage the locking mechanism.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.
- All flooring requires climate control, the flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.
- Subfloor moisture can damage your LVP flooring and may not be present at the time of the installation. It can arrive or appear later due to excessive moisture, heavy rain, landscaping changes or issues, drainage problems, house settling, slab cracks or a natural higher-water table. Subfloor moisture is not covered under any warranties.

Laminate Flooring

Laminate Warranties

S&G Carpet and More sells a variety of laminate flooring from several different manufacturers. A general rule is that all products will carry at least a 10 year to lifetime wear, stain, and fade warranty, as well as a 10 year to lifetime structure warranty. Some laminates now offer a limited moisture resistant warranty. These floors are not fully waterproof but do help against household spills (spills and accidents must be wiped up within 24 hours). See manufacturers guidelines. All the products have a standard warranty against manufacturing defects. Some products may even carry a commercial warranty. S&G Carpet and More sells only first quality laminate flooring so every product does have a warranty. The flooring will carry the manufacturer's warranty specific to the product that is purchased. Refer to manufacturer guidelines for additional specific warranty information for your product.

Laminate Floor Care & Maintenance

All laminate floors are susceptible to moisture and scratching. However, if you follow the proper care and maintenance plan your laminate floor will last longer than the warranties. The following guidelines are considered reasonable and necessary maintenance that you should expect to follow. This is not an all-inclusive list.

CLEANING YOUR LAMINATE FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done once per week per person or pet in the home. For example, if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped or vacuumed every day of the week.
 1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is

not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.

- Remove spills promptly using a clean, soft cloth. Even if you have a limited waterproof warrantied laminate, spills and accidents must be wiped up or cleaned within 24 hours. Standing water, floods, and excessive moisture will damage all laminate floors and is not covered under any warranty.
 1. Dried spots should be removed by gentle agitation with a damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for flooring. We recommend Bona® Hard Surface Floor Cleaner for Vinyl & LVT, Stone & Tile, and Laminate.
 1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
 2. Be sure to change the cloth as it becomes soiled and clean in different directions.
 3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.
 4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral and the warranties do not cover damage caused by these non-recommended products.
 5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
 6. Do not wash or wet mop the floor with soap, water, oil-based detergent, or any liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation and void the warranty. Never use a steam machine or any other cleaning machines.
 7. Never mop or flood your floor with water or other products. This can severely damage the flooring and damage from these actions will not be covered under any warranties.
 8. Do not use the hard surface cleaning machines, steam machines, or any type of buffing or polishing machine.

LAMINATE PREVENATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean, free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).

Laminate Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- For commercial applications, wear warranty is a "walk" warranty only. Heavy loads should not be rolled across the floor; it can damage the locking mechanism.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.
- Subfloor moisture can damage your laminate flooring and may not be present at the time of the installation. It can arrive or appear later due to excessive moisture, heavy rain, landscaping changes or issues, drainage problems, house settling, concrete slab cracks, or a natural higher water table. Subfloor moisture is not covered under any warranties.

- All flooring requires climate control, the flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.

Vinyl Flooring

Vinyl Warranties

S&G Carpet and More offers a full selection of sheet vinyl from a number of major manufacturer's. All these products will carry the manufacture's unique warranty for their specific manufacturer's floor. All the warranties are available in email form from the manufacturer's website. Warranties will vary greatly depending on the product you have selected. Refer to manufacturer guidelines for additional specific warranty information for your product.

Sheet Vinyl Floor Care & Maintenance

All vinyl floors are susceptible to scratching, gloss reduction, gouges, dents and moisture issues. By following these recommended procedures, you can enhance the life of your new floor for many years. This is not an all-inclusive list.

CLEANING YOUR VINYL FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done one time per week per person or pet in the home. For example if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped, or vacuumed every day of the week.
 1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.

- Remove spills promptly using a clean, soft cloth.
 1. Dried spots should be removed by gentle agitation with a damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for flooring. We recommend Bona® Hard Surface Floor Cleaner for Vinyl & LVT, Stone & Tile, and Laminate.
 1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
 2. Be sure to change the cloth as it becomes soiled and clean in different directions.
 3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.
 4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral and the warranties do not cover damage caused by these non-recommended products.
 5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
 6. Do not wash or wet mop the floor with soap, water, oil-based detergent, or any liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation and void the warranty. Never use a steam machine or any other cleaning machines.
 7. Do not use steam machines, or any type of buffing or polishing machine.

VINYL PREVENTATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean; free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.

- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. The protectors should be at least 1" in continuous width. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).

Vinyl Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- For commercial applications, wear warranty is a "walk" warranty only. Heavy loads should not be rolled across the floor; it can damage the locking mechanism.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.

Commercial & Property Management

Commercial and Property Management installation both carry a 1 year installation warranty when hiring S&G Carpet and More to do the installation. Most commercially rated floors do come with a manufacturer's warranty that will differ depending on the product and manufacture. The commercial warranties are usually available on the manufacturer's website. However, most residential products, like cut pile carpet, do not carry a warranty when installed in a non-homeowner setting. Commercial floors do not have corresponding moldings, generally most moldings or transitions are a generic black or brown rubber.

Return & Cancellation Policy

A 50% restocking fee will be applied to all cancellations and returned materials. The cancellation policy also applies to S&G Stock wall carpets. All returns or cancellations must be done within 30 days of the original purchase.



S&G CARPET
and more

Maintenance & Warranties for
New Flooring
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