



## **Love Your Floor Guarantee**

Thank you for purchasing quality, new flooring from **American Floor and Home**. We want you to be happy with your new floor, knowing you selected the right color, style, and design that makes you proud to have it in your home. That is why we are offering you our 90 Day Love Your Floor Guarantee.

### **HERE'S HOW IT WORKS**

Within 90 days of installation, if you are not satisfied with the color, style, or design of the floor you selected, American Floor and Home will replace it with a new floor that is comparable in quality and value and has the same Love Your Floor Guarantee. If you choose to upgrade your floor, the additional cost associated with the upgrade will be your responsibility (this offer excludes taxes, finance charges, and shipping or delivery charges).

If you do decide to replace your floor, please contact American Floor and Home and initiate a replacement claim. This offer applies to any Love Your Floor Guarantee brands purchased from and installed by American Floor and Home.

Your replacement request forms will be submitted to the manufacturer, on your behalf, by American Floor and Home.

American Floor and Home will work with you to select a replacement floor that is backed with the same Love Your Floor Guarantee by the same manufacturer you originally purchased from.

The Love Your Floor Guarantee is only on Karastan Carpets, Cali Brands Cali Vinyl Pro, Coretec Floors, and Pacifica Floors. All products that are participating in the Love Your Floor Guarantee will be marked in our showroom.

## **ADDITIONAL TERMS AND CONDITIONS**

Proof of purchase is required, including a copy of the original sales receipt containing the name of the flooring style.

Costs associated with the removal and disposal of your floor, the installation of your new floor, and any other costs of your original and replacement floor **ARE YOUR RESPONSIBILITY.**

This program applies to floors installed in owner-occupied residences and to floors purchased by the tenant in a rental dwelling and is not transferable.

Coverage is only for installed wall to wall carpet or flooring installed by American Floor and Home. Cushion for carpet installation is not included with the replacement. Transitions, stair nosing, wall bases/quarter rounds, underlayments, and adhesives purchased along with the floor are not included in the replacement.

Only one replacement floor per customer is allowed under this program. No cash payments or refunds. If the replacement material is of a lesser price, no price adjustments or refunds are allowed in this program.

The new floor selection must be a floor of comparable quality and value with the current floor installed. Upgraded styles are permitted at additional cost to the consumer.

The offer is not applicable to staining, soiling, manufacturing defects or damage issues. The Love Your Floor Guarantee excludes dissatisfaction including, without limitation, any type of problem that would be covered under one of the manufacturers warranties. (See manufacturer's warranty brochure.) Consumer concerns about cushion/underlayments or installation are also excluded.

This program, along with the limited warranty you received for your floor, gives you specific legal rights. There shall be no other warranties offered or implied, by statute or otherwise.

For questions about the Love Your Floor Guarantee, please call 808-954-0862 or visit [americanfloorandhome.com](http://americanfloorandhome.com).

Sales Person's Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Order Number \_\_\_\_\_