



# 10-Year Limited Underlayment Warranty

Urban Surfaces, Inc. (“Manufacturer”) warrants that FloorSilencer Pro™ (“Product”) is free from defects in material and workmanship for a period of **10 years** from the time of purchase (the “Limited Warranty”). This Limited Warranty is extended to the original Purchaser of the Product (“Owner”).

Urban Surfaces, Inc. will replace or refund the purchase price of any defective Products. Such replacement or refund will be the Manufacturer’s only responsibility and the Owner’s sole remedy in connection with the defective material. Manufacturer will not be responsible or liable under any theory for the cost of removal of the defective material or finished floor installed over it, replacement of finished floor installed over defective material, or any installation costs associated therewith. Manufacturer will also have no responsibility or liability under any theory for replacement of, or refund for, warranted material damaged by any of the following: Installation which is not performed to industry standards or performed contrary to Manufacturer’s instructions and recommendations, accident or abuse, irregularities of the sub-floor, or hydrostatic pressure.

Enforcement of this warranty is subject to the prior inspection and evaluation of the defective Product by a qualified representative of Urban Surfaces, Inc. This Limited Warranty is further made subject to the following conditions, limitations, and exclusions. Please read the following carefully:

## 1. Required Installation

To be covered by this Limited Warranty, the Product must be installed indoors following the Manufacturer’s recommended installation instructions for the Product and the manufacturer’s recommended installation instructions for the overlying installed flooring. This Product is not suitable for areas exposed to constant moisture such as shower stalls, etc. This Limited Warranty is void if installation is beneath flooring types not mentioned herein.

## 2. Limitation on Causes of Defects Covered Under Warranty

This Limited Warranty covers only defects in manufacturing materials or workmanship and does not cover defects, malfunctions, or failures resulting from any other causes, including without limitation:

- (i) improper or inadequate installation;
- (ii) damage caused by trades-people or visitors to the job site, or by cutting, puncturing, or other post-installation damage;
- (iii) defects caused by fire, flood, tornado, hurricane, earthquake, acts of God, differential settlement, insect infestation, extraordinary environmental conditions, riot or other civil insurrections, or acts of war or conflict;
- (iv) defects caused by abusive conditions or accidents, such as, but not limited to, cutting, severe impact, or abnormal vibrations;
- (v) installation or use of the Product in any manner not recommended by the Manufacturer; and
- (vi) defects caused by improper or inadequate maintenance, cleaning, use, or care of any Covered Flooring installed over the Product, including without limitation, the use of improper or un-recommended cleaning solutions or cleaning practices.

### 3. Controlling Document

This warranty is the sole and exclusive description of warranties applicable to the Product. Any written or oral representation, warranties, or guarantees concerning the Product that are inconsistent with, or beyond the scope of, the description contained herein are superseded by this document and deemed inapplicable or void.

### 4. Required Procedures to Submit a Warranty Claim

In order to obtain performance of any warranty obligation, the Owner must do the following: Contact the Manufacturer at the email or toll-free number listed below or by mail at the address listed below, and request a claim form. Complete and return the claim form, Product label, and the original dated sales receipt to the Manufacturer by certified mail, return receipt requested, within the Limited Warranty period. The phone number and address to contact the Manufacturer for these purposes is as follows:

ATTENTION: WARRANTY CLAIM DEPARTMENT  
Urban Surfaces, Inc.  
2380 Railroad Street, Building 101, Corona, CA 92878

Phone: (800) 492-8722  
Email: [info@urbansurfaces.com](mailto:info@urbansurfaces.com)

This Limited Warranty is given in lieu of implied warranties. Implied warranties of merchantability and fitness for particular purpose are disclaimed.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state. To the extent allowed by applicable laws, Manufacturer hereby disclaims any and all such

rights. Under no circumstances shall Manufacturer be liable to the Owner, or any other person for any consequential, incidental, economic, direct, indirect, general, or special damages arising out of any breach of warranty, express or implied, under this contract. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This 10-Year Warranty hereby supersedes all pre-existing warranties, either express or implied, relating to the Product. For the latest product information and application instructions, please visit [www.urbansurfaces.com](http://www.urbansurfaces.com).