



LIMITED-LIFETIME UNDERLAYMENT WARRANTY



ROBERTS® AcoustiShield™ Premium Underlayment (“Product”) is designed for use beneath approved luxury vinyl plank and tile (LVT/LVP), engineered vinyl, laminate, and engineered wood flooring in residential applications and approved light commercial applications when installed in strict accordance with ROBERTS written installation instructions and the applicable flooring manufacturer’s installation requirements.

Subject to the terms, conditions, exclusions, and limitations set forth below, Roberts Consolidated Industries, Inc. (“ROBERTS”) warrants to the original end-user purchaser (“Purchaser”) that the Product will be free from manufacturing defects in materials and workmanship and will perform its intended functions of cushioning support, moisture vapor protection (within published limits), and sound reduction under normal use conditions.

For purposes of this Limited-Lifetime Warranty, “Lifetime” means for so long as the original Purchaser owns the flooring installed over the Product at the original installation location.

This warranty is extended only to the original Purchaser, applies only to the original installation location, and is non-transferable.

Exclusive Remedy

If ROBERTS determines, after inspection or other reasonable evaluation, that the Product has failed due to a covered manufacturing defect, ROBERTS’ sole obligation and Purchaser’s exclusive remedy shall be, at ROBERTS’ option:

1. Replacement of the defective Product
2. Refund of the original purchase price of the defective Product
3. Payment of the reasonable cost to repair or replace affected flooring materials directly damaged by the proven defect, together with reasonable labor costs for removal and reinstallation of affected areas only.

Any approved labor reimbursement shall be limited to reasonable and customary local labor rates during normal business hours. ROBERTS shall not be responsible for overtime, expedited service, furniture moving, fixture removal, appliance removal, lodging, storage, relocation costs, or other related expenses.



ROBERTS shall not be obligated to replace unaffected areas, adjoining rooms, or entire installations due to cosmetic differences, discontinued styles, dye lot variation, normal wear, fading, or inability to obtain matching flooring materials.

Conditions of Coverage

This warranty applies only if:

- The Product was properly stored, handled, and installed.
- Installation strictly followed ROBERTS written instructions.
- Installation complied with the flooring manufacturer's instructions.
- The subfloor/substrate met all applicable moisture, relative humidity (RH), pH, flatness, structural, and preparation requirements at the time of installation.
- The Product was used only for its intended purpose and approved flooring types.
- Purchaser provides ROBERTS a reasonable opportunity to inspect the claimed condition before removal, repair, or alteration of the installation.

Moisture / Concrete Subfloor Requirements

For concrete installations, the substrate must meet the flooring manufacturer's and ROBERTS then-current published requirements for moisture vapor emissions, internal relative humidity, pH, and condition. Failure to satisfy required substrate conditions voids this warranty.

Claim Procedure

To make a claim, Purchaser must provide written notice to ROBERTS within thirty (30) days after discovery of the alleged defect and before disturbing the installation.

The claim notice should include:

- Proof of purchase
- Product identification
- Installation date and location
- Description of the alleged defect
- Photographs (if available)
- Reasonably requested supporting information

ROBERTS may require an independent inspection or additional documentation reasonably necessary to evaluate the claim.



Exclusions – Not Covered By This Warranty

ROBERTS shall not be responsible for defects, damage, or failures caused in whole or in part by any of the following:

- Improper storage, handling, installation, maintenance, or use
- Failure to follow ROBERTS or flooring manufacturer instructions
- Moisture intrusion, leaks, flooding, plumbing failures, standing water, or hydrostatic pressure
- Excessive moisture vapor emissions, elevated RH, or improper pH conditions
- Structural movement, settling, cracking, subfloor deflection, or substrate failure
- Abuse, misuse, neglect, accidents, impact damage, cuts, tears, punctures, or heavy rolling loads
- Mold, mildew, fungus, or microbial growth not caused solely by a covered Product defect
- Fire, smoke, wind, storm, earthquake, natural disaster, acts of war, or force majeure events
- Normal wear and tear
- Flooring product defects unrelated to the Product
- Color change, fading, discoloration, or aesthetic dissatisfaction
- Damage caused by third parties, contractors, installers, or service providers
- Alteration, modification, or unauthorized repair
- Use with unapproved flooring products or assemblies

Disclaimer of Other Warranties

Except as expressly stated herein, ROBERTS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY LAW. ROBERTS does not assume, adopt, extend, or honor warranties issued by third-party flooring manufacturers or installers.

Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, ROBERTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE, LOST PROFITS, BUSINESS INTERRUPTION, DELAY DAMAGES, DIMINUTION IN VALUE, OR RELOCATION COSTS.

ROBERTS' total liability under this warranty shall not exceed the original purchase price of the Product plus any approved direct repair amounts expressly covered under this warranty.

Some states do not allow certain exclusions or limitations, so portions of the above may not apply to you.



How to Submit a Claim

Customer Service: **866-435-8665**

Monday through Friday

8:00 a.m. to 5:00 p.m. EST

Q.E.P. Co., Inc. / ROBERTS®

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Boca Raton, FL 33487

We appreciate your business and the opportunity to serve you.