



1800 N. Powerline Road, Ste 6
Pompano Beach, FL 33064
Warranty@permshield.com
954-790-3475

06/19/25

Brandon J. Tomlinson
5428 NW 48th Street
Coconut Creek, FL 33073

Subject: Warranty Claim Denial and One-Time Exception

Dear Brandon J. Tomlinson,

We are writing in response to the warranty claim for the project located at 5428 NW 48th St, Coconut Creek, FL regarding the claim of defective vinyl flooring. After a thorough review of the submitted documentation, our internal quality control records, and onsite inspection, we have found no evidence of a manufacturing defect in the product as supplied. Accordingly, under the terms of our limited warranty, this claim does not meet the criteria for approval.

However, in recognition of our longstanding relationship with your contracted installer, Nextgen Flooring, and the mutual commitment we share to our product performance and customer satisfaction, we are prepared to make a **one-time exception** and provide a replacement of the purchased vinyl flooring (Burnt Grey color).

Please note that this exception is being granted solely as a courtesy and **does not constitute an admission of liability or defect**. It is made in reliance on the trust we place in the integrity and workmanship of your team, and our confidence in the performance history of our product.

This exception shall not set a precedent for future claims related to this or any other project. No further warranty exceptions, replacements, or remedies will be issued for this project, regardless of the nature or timing of any future claims.

We appreciate your partnership and thank you for your continued confidence in Permshield. Should you have any questions or require additional assistance, please do not hesitate to contact us.

By signing and returning this letter, you confirm that you have read, understood, and agree to all the terms and conditions outlined herein.

Brandon J. Tomlinson

Print Name



Signature

8/11/25

Date

Sincerely,
PermShield