



Product	
Supplier	Flooring2
Product Type	Laminate Flooring
Number	MC
Name	Timber MC

Warranties	
Laminate Flooring Limited Warranty	25 Year

## SOLE & EXCLUSIVE LIMITED WARRANTY

This warranty is provided by Flooring2 and is extended only to the original home-owner/end-user. Flooring2 warrants that the product, when installed properly using the recommended tools and procedures, shall perform in accordance with the published specifications and be free from manufacturing defects under normal and approved use and maintenance for the duration of applicable warranty period from the date of original installation, as set forth below, and that the product is free of material and obvious visual defects. The product must be visually inspected before installation for visual defects and to verify the product is the correct product purchased.

## DEFECTS WARRANTY

- Will not stain from normal household consumable items such as food or drink.
- Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear).
- Will not fade as a result of direct sunlight or household lighting.
- Will be free of manufacturing defects.
- Light commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. Examples are use in specialty retail, medical/professional offices, hotel guest rooms, break room and conference rooms. If there is any question as to whether the site is determined to be light commercial, contact your local distributor.

## MOISTURE WARRANTY

Flooring2 warrants the laminate flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from normal household spills resulting in discoloration or structural decomposition. The Moisture Warranty does not cover structural, mold and/or mildew damages, flooding, surface water puddles standing more than 96 hours, leaking pipes, household mechanical failures, appliance leaks or pet urine.

## RADIANT HEAT (UNDERFLOOR) INSTALLATION:

Flooring2 warrants to the original purchaser that this laminate may be installed over water-based radiant-heated subfloors, provided the surface temperature of the system does not exceed 81F degrees, and the relative humidity levels are maintained between 45% and 60%. It is not recommended to install over electrical radiant heating systems and this will not be covered by the manufacturer warranty. Only radiant heating system using water are acceptable. See installation instructions for further information.

## WARRANTY VOID

Warranty shall be void if the product;

1. Is not installed, used or maintained in accordance with the installation, care & maintenance instructions provided by Flooring2;
2. Is exposed to alkaline, acids, solvents, surface stains including asphalt, driveway sealers;
3. Is installed when there exists visible or known defects prior to installation.

NOTE - THIS FLOOR IS NOT SUITABLE FOR MOTORIZED WHEELCHAIRS AND THEREFORE IS NOT WARRANTED. A GLUED FLOOR IS RECOMMENDED. HEAVY ROLLING LOADS OVER 100 POUNDS MAY CAUSE DAMAGE WHICH IS NOT COVERED BY THIS WARRANTY.

## LIMITATIONS ON REMEDIES

Warranty does not cover normal wear and tear. Cuts and scratches are considered normal wear and tear. To prevent undesired wear and tear, particularly in the pivot areas, additional protection should be provided.

Any product determined to be defective and covered under this warranty shall be repaired or replaced as deemed necessary. Residential means use in residential and/or dwelling units but excludes any use in common areas of multiple residential and/or dwelling units, in which case, it is considered Commercial Use. Light Commercial means use in non-industrial, non-warehouse, non-common area and non-heavy foot traffic areas such as use in specialty retail, medical/professional offices, hotel guest rooms, break room and conference rooms. Commercial means use in non-industrial, non-warehouse setting such as use in hospitals, schools, public buildings, restaurants, and retail

stores. Warranty periods for Light Commercial and Commercial uses can be the same or different based upon product designs, ingredients, manufacturing processes, thickness, applications and/or experiences.

## CLAIMS PROCEDURE

The original residential and commercial purchaser should notify their authorized flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect, but within the same time period of this limited warranty. The original residential or commercial purchaser must present to that authorized flooring dealer the following items for a limited warranty claim to be considered:

- A valid proof of purchase in the form of sales receipt which establishes proof of purchase;
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.
- Upon receipt of a claim, Flooring2 and its representatives must be granted reasonable access to facilities where the product is used or installed, for inspection and investigation;
- Flooring2, upon inspection and/or investigation, will inform the claimant whether or not any claim is covered and/or to what extent under the warranty;
- If any claim is allowed under the warranty, Flooring2 will notify the reseller of any warranty remedies.

If Flooring2 honors a claim under this limited warranty, it will authorize repair or replacement of the affected area only, along with associated labor costs. Flooring2 will not cover product abuse or product failure due to improper installation.

If professionally installed by a certified laminate installer, the Manufacturer will pay the reasonable labor costs to perform the replacement or repair as necessary.

## WARRANTY PRORATION

Within the first 2 years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased within two years of purchase, Flooring2 will supply new flooring material of similar color, pattern and quality to replace the defective area. Flooring2 will also pay 100 percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within the first 3 years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased within two years of purchase, Flooring2 will supply new flooring material of similar color, pattern and quality to replace the defective area. Flooring2 will also pay 50 percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After 3 years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased within two years of purchase, Flooring2 will supply new flooring material of similar color, pattern and quality to replace the defective area. Flooring2 will not pay any labor costs.

## LIMITATIONS AND EXCLUSIONS

If the original design/color/style is no longer available Flooring2 reserves the right to substitute another design or similar structure and value from which the consumer may select.

This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the location for which was originally installed. The flooring must be installed in accordance with Manufacturer recommended installation instructions. This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Extreme heat or cold
- Scratching, impact, cutting, or other normal wear and tear
- Improper workmanship or installation not in accordance with the Manufacturer installation instructions
- Improper maintenance
- Improper fabrication
- Freight damage
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from subfloor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters
- Planks coming apart at the seams because they have been engaged/disengaged more than three times
- Installation cost of flooring that contains any manufacturing defect is not covered by this warranty. Flooring2 excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

**Flooring2 assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.**

Flooring2 reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. Flooring2 may repair, replace, or refinish any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to the Manufacturer's optional inspection will void this warranty. No installer, retailer, agent or employee of the Manufacturer has the authority to increase or alter the obligation or limitation of this warranty.