



## General terms and Conditions for Laminate Flooring Warranties

**Lexfloor Inc.** laminate flooring is guaranteed not to fade, wear through or stain for 20 and 25 years products, will be free from defects in material or workmanship including milling assembly, and dimension. This guarantee applies only to the original purchaser and proof of purchase is required for all claims. The guarantee is for replacement or refund of the laminate material only, No Labor. The guarantee does not cover chipping (laminate will chip if sharp objects are dropped on it), warping (laminate will warp if excessive moisture gets into the boards), or bridging (which is caused by insufficient expansion spacing). We will not consider any claims for those problems. Claims for wear must show a minimum dime size area. This guarantee is pro-rated based on the amount of time the floor has been installed. So if you have a claim after 10 years, we would refund or replace 3/5 of the laminate value (10 years is 2/0 of 20 years) (10 years is 2/5 of 25 years).

- 20 and 25 year limited warranty for the finish against wear through under proper residential usage and proper maintenance for all laminate.
- 5 year limited warranty for finish against wear through under light to Heavy traffic commercial usage with proper maintenance for all laminate.
- The warranty period and evidence Warranty is conditioned upon Manufacturers receipt of notice in writing from the buyer of the alleged defect that the products were properly installed and not subject to any of the conditions described below.
- Warranties do not cover conditions or defects caused by improper acclimation installation, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation.
- **Acclimation**—Allow unopened cartons of Lexfloor planks to lay flat in the room where they will be installed for 24-96 hours, depending upon climate, before beginning installation. During this time, the planks adjust to the specific temperature and humidity conditions of the room.
- The flooring must be used only indoors in a dry, climate-controlled area.
- The flooring must be maintained in accordance with Lexfloor care and maintenance instructions.
- These limited warranties do not apply to moldings.

**Limitations on Liability: Defective goods must be proved by inspection procedures deemed proper by the manufacturer.**

Products with visible defects must not be installed under any circumstances.

The distributor or retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted.

**WARRANTY EXCLUSIONS AND CONDITIONS.** Inspection of all flooring material for defects must be done before and during the installation under sufficient lighting. We do not cover conditions or defects caused by improper acclimation, installation, of improper adhesives, inadequate sub-flooring or improper sub-floor preparation. **Materials with visible defects are not covered under warranties once they are installed.**

Laminate flooring is manufactured in accordance with the industry Standards, which allows defect tolerance not to exceed 2%.

- Building settling or uneven sub-floor
- Improper acclimation or installation
- Improper maintenance or inadequate care
- Accidents abuse, or misuse
- Water damage or damage Any visible defects noted after installation
- caused by excessive sunlight

**Consequential or incidental damages, such as any loss, expense or damages other than to the Laminate flooring itself that may result from a defect in the flooring.**

**This warranty does not apply to:** Damage from exposure to extreme heat, dryness, water saturation or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas, in extremely dry areas or areas where there are extremely high temperatures (such as saunas or swimming pool areas)

**This Warranty does not cover color variations, shade, or texture of the panels you purchase from those shown on samples or photographs.**

Under no circumstances will **Lexfloor Inc.** be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

**How to Make Claims:** Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

**Lexfloor Responsibility:** If Lexfloor accepts a claim under any of the limited warranties above, Lexfloor will repair or replace, at its option, the affected Lexfloor flooring material only. Lexfloor in its sole discretion determines that such repair or replacement is not reasonably achievable; Lexfloor may choose to refund the purchase price of the affected Lexfloor flooring material. If the design for which a claim is made is no longer available, Lexfloor will replace the affected floor materials with another Lexfloor design of equal or greater value at Lexfloor discretion. Upon approval of the warranty claim, Lexfloor will provide you with instructions on the manner in which to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved or your rights under the limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These limited warranties give you specific legal rights, and you may also have other rights which vary from State to State.

**LEXFLOOR INC. OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN.**

Some States or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

For installation, maintenance and technical questions please call 1(866)453-9426