

ECO COMPOSITE FLOORING

Lifetime Residential Use Warranty

1. SCOPE OF APPLICATION

This Residential Use Limited Warranty is offered by us and is Worldwide applicable. This warranty applies to our Eco Composite Flooring, purchased from an authorized dealer and installed and used residentially. Residential use is defined as normal household use.

2. WARRANTIES

2.1. WEAR WARRANTY

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation, or reduction in gloss level are not considered wear.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

2.3. MOISTURE WARRANTY

We warrant that all Eco Composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal topical household spills.

This means planks or tiles will not swell, buckle or lose integrity.

The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, or appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.4. PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit.

Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period.

However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove.

Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL EXCLUSIONS AND CONDITIONS

- Damage arising by not following relevant installation, care, maintenance, and use instructions of the present warranty and the installation instructions provided.
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, and pipes).
- Normal wear and tear of the flooring.
- Normal changes in color, gloss, grain pattern, and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is installed in an outdoor area, such as a semi-covered / "alfresco" outdoor area, a solarium, a porch, a garage, or areas similar to all of these.
- Damage arising because the flooring is not used under normal conditions.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an act of God (for example a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
- Differences in aspect, color, gloss, grain pattern, and tone with the reference flooring sample in for example the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains, and other damage caused by exposure to "abrasives" such as pebbles, grit, sand, high-heeled shoes, furniture, etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.
- Damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails, and gravel.
- Damage caused by walking on with spike-or stiletto-heeled shoes.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4" / 6.35 mm hardboard) on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g., desk area), ensure a protective mat is used under the chair.
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.

3.2. WARRANTY CONDITIONS

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring.

The affected area must be visible and cover an area bigger than 0.038 inch² / 25 mm².

This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items, and flooring sold "as is".

It is the responsibility of the purchaser and installer to inspect all flooring before installation. If defects are visible or discoverable, the flooring must not be installed.

We do not accept claims for installed defective flooring that could reasonably have been identified before installation.

We do not authorize any third party to alter this warranty. This document represents the complete and exclusive warranty.

We exclude consequential and incidental damages where permitted by law.

We reserve the right to inspect the flooring and remove samples for evaluation.

Unauthorized repair or replacement voids this warranty.

4. WHAT YOU SHOULD DO IF ANY DEFECT OCCUR

Notify the original dealer within 30 calendar days after discovery and within the warranty period.

You must provide:

- Proof of purchase
- Description of the defect and/or photos or sample
- Additional information requested to determine cause

5. WHAT WE WILL DO

If a claim is accepted, we will at our sole discretion:

- Repair the material
- Replace the flooring
- Refund the purchase price

If installed by a certified professional and within 36 months, reasonable labor costs may be covered.

All remedies are pro-rated based on remaining warranty time.

For lifetime warranty products, pro-rated coverage applies for the first 30 years. After that, up to 50 years, compensation is limited to a maximum of 5%.

If the original product is unavailable, we may substitute a similar product of equal value.