

New River Laminate Warranty

25 Year Residential Water Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through*, stain or fade from sunlight or artificial light when used under normal residential traffic conditions. *Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. If the product wears through, stains or fades, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

10 Year Commercial Water Resistant Laminate Warranty

The manufacturer warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through*, stain or fade from sunlight or artificial light for 10 years after the date of purchase of the product when used under normal commercial traffic conditions. *Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended. If the product wears through, stains or fades, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

300 Hour Standing Water Laminate Warranty

The manufacturer will resist damage from moisture due to wet mopping and everyday household spills removed within 300 hours. This product is water resistant. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty does not cover flooding.

Terms and Conditions for Water Resistant Laminate Warranty

- The Laminate Flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used for indoor use only.
- This warranty does not cover negligence, improper installation/maintenance, insufficient protection, improper alterations to the original materials, insects, severe accidents, exposure to extreme heat, burns, fire, natural disasters.
- The floor must be properly maintained to consider a claim. Improper maintenance can damage your floor. Sweep the floor on a regular basis, at least once per week. If you use a vacuum cleaner the beater bar must be turned off. The beater bar will damage your floor. No Wet Mopping. We recommend using Bona laminate floor cleaner by spraying it on the mop head not directly on the floor. Never use a wax based product on your floor.
- Floors installed in bathrooms or saunas are **not** covered under warranty.
- This warranty does not cover transition accessories or moldings.
- This warranty only applies to 1st quality product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
- Laminate flooring panels must be inspected prior to installation under sufficient lighting.
- Products with visible defects must never be installed under any circumstance. Laminate flooring panels installed with any manufacturing defect are not covered by this warranty. Any defect must be reported prior to installation and within 30 days of purchase in order to be covered. Color or gloss issues as a result of adding material at a later date from non-warranty repairs are excluded from coverage.
- This Warranty is non-transferable and only applies to the original end consumer.
- This product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. It includes the delaminating or reduced resistance of the wear layer. The manufacturer will repair or replace the product, at its option. When replacement of the flooring is made, only new panels from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation.
- This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. Abnormal use or conditions includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original manufactured product. Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. The damage to the product must be evident, measuring the size of a dime and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to, damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels, an adequate protective mat or protective castor cups must be put under this furniture.
- This warranty does not apply to damage from extreme heat, dryness, moisture of any kind other than regular cleaning as has been explained in this warranty. You must maintain the temperature 65F to 85F and humidity 35% to 55% in your home. Fluctuations in temperature or humidity can damage your floor.
- **This warranty excludes damages caused by water, included but not limited to appliance and plumbing failures, natural disaster such as floods, urine, or any standing water.**
- **This warranty excludes damages caused by water or moisture trapped beneath the floor due to an improper sub floor or underlayment without a moister barrier.**
- We will not be responsible for any loss of time, inconvenience expenses, costs or consequential damages caused by or resulting directly or indirectly from a problem about which the claim was made.