

Southern Luxe Flooring - Willow Series

LIMITED WARRANTY

Products:

6.0mm, 20 mil wear layer, 7.25"x48" Planks

Warranty Periods:

Light Commercial Warranty: 10 Years limited Commercial

Residential Warranty: 20 Years

Manufacturing Defect

We warrants that during the period of the warranty, Our Flooring will be free from manufacturing defects.

Joint Integrity:

We warrants that during the period of the warranty, the Valinge brand locking system contained in our Flooring will not fail.

Wear Resistance

We warrants that during the period of the warranty, our Flooring wear layer will not wear through the design layer.

Water Resistance

We warrants that during the period of the warranty, Our Flooring is 100% water resistance.

Obligations of User:

Immediately After Installation

- a. Keep traffic light during the first 24 hours.
- b. Avoid scrubbing or washing the floor for 48 hours after installation

User must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

We warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply.

1. These warranties apply to Flooring when installed and maintained in accordance with our most recent installation and maintenance procedures. A copy of these procedures are included in each carton of material.
2. These warranties apply only to the original user and the first installation of the product and are non-transferable. The "original user" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Flooring purchases.

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General Terms and Conditions

1. We will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation. Material installed with visible defects is considered accepted.
2. Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty
3. These warranties do not apply to our products that has been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, damage from plumbing/appliance leaks, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Flooring in a residential or light commercial environment. 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 and have an adequate protective mat or protective castor cups.
4. The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements or anything not related to the Flooring. Also, any damage resulting from mold and mildew growth is not covered under these warranties.
5. Walk off mats must be placed at all exterior entrances to protect Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Flooring. Suitable walk off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk off mats should be available for each entrance so walk off mats can be replaced and cleaned weekly during routine maintenance or more often depending upon site and weather conditions. This will prevent walk off mats from becoming the source of tracked-on contaminants. Walk off mats should be large enough to allow adequate soil removal.
6. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products. Window coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.
7. These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.
8. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.