

Bestlamine Flooring Warranty

This warranty applies to the following products:

- Bestlamine ProLine Collections
- Bestlamine Adduri & Adduri HD Collections
- Bestlamine Vinduri Collections
- Bestlamine Livanti Collections
- Bestlamine Glue Down Collection
- Bestlamine Vinduri Dry Back Collections

This warranty is provided by Bestlamine and begins when the flooring is purchased. Everything covered in this warranty is non-transferable and applies only to the original purchaser.

Finish Warranty:

The finish of the floor plank is warranted by Bestlamine not to wear through under normal use for a period of 15-30 years (depending on collection) from the date of the purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered finish wear.)

Structural Warranty:

The floor plank is warranted to be free from manufacturing or material defects for 30 years from the day of purchase of the product. Should a defect occur, Bestlamine will arrange a credit based on the original purchase of the product.

Labor Cost Coverage:

Should a problem attributable to a manufacturing defect develop after the flooring is installed, the cost of labor is NOT covered in this warranty.

Warranty Coverage:

Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the original purchaser and will be good toward the purchase of a replacement. The warranty only applies when all installation and maintenance instructions are followed. If installation instructions are not followed the warranty will not be valid. This warranty only applies to material and does not include labor costs.

This Limited Residential Warranty is subject to the following conditions:

- The floor must be installed properly and according to Bestlamine's installation instructions.
 - This includes but is not limited to the following:
 - Subfloor is level and free from sloping, divots, and other imperfections. Flat and level is considered within 3/16 inch per 10 foot radius or 1/8 inch per 6 foot radius.

- Floating installation must have a ¼ inch expansion gap around the perimeter of the room as well as where transitions are placed.
 - Transition pieces are utilized in areas throughout the installation including at doorways and in areas that exceed 30 foot by 40 foot.
 - Additional underlayment installed (with except to a 6mil vapor barrier) under planks that have attached underlayment will void your warranty.
- The floor must be used only indoors in a dry, climate-controlled area all year round except for glue down vinyl.
- The flooring must be maintained in accordance with Bestlaminatē's maintenance instructions.
 - This includes but is not limited to:
 - Proper cleaning methods.
 - Use of felt pads and casters under furniture and use of protective mats under rolling chairs, carts, or tables.
- This warranty does not apply to water damage.
- This warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from the subfloor hydrostatic pressure (water or moisture under the floor that is transmitted the surface through exerted pressure) or other conditions that result in water or moisture under the floor.
- This warranty does not apply to moldings or trims.
- Installation of flooring planks that contain any manufacturing defect is not covered by this warranty.

This warranty does not cover:

- Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- Problems due to moisture, flooding, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks/tiles, or humidity levels above or below those recommended.
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- The manufacturer makes no guarantee that Bestlaminatē products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- Inherent variations that are consistent with those of a natural product to include pattern, color, and granule size do not indicate defective material.
- Noncompliance with installation instructions and maintenance guidelines as recommended by Bestlaminatē. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimensions the installer should not use this piece.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller states, rolling chairs, golf shoes, or pets.

- Use of electric wheelchairs on floating floors.
- Floor covering installed in inappropriate locations is excluded from this warranty.
- Exposure to UV light and sunlight can cause discoloration to the products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.

How to File a Claim

If you think that there is a defect in your flooring that is covered by this BestlaminatE warranty, you must notify BestlaminatE or the representative that sold you the flooring. Your representative will be able to file this claim for you.

Be sure you can describe your problem, have photos if possible, proof of purchase showing the price you paid for the flooring excluding labor.

Implied Warranties

Please note – The warranty is not transferable. It extends only to the original end-use purchaser. BestlaminatE does not grant to any person or entity the authority to create for it any obligation or liability in connections with this product. BestlaminatE shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this warranty.

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

Contact Information:

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