



Timeless Designs iCharacter Collections - Warranty Information

LIMITED WARRANTIES:

Immediately After Installation

Keep traffic light during the first 24 hours.

Avoid scrubbing or swashing the floor for 48 hours after installation.

Limited Warranty for Light Commercial Use

Manufacturer warrants for a period of 10 years following the date of purchase that your flooring will be free from manufacturing defect under light commercial use. Correctly constructed wood subfloors should not transmit moisture. Mold and mildew growth caused by moisture is not covered. "Light commercial use" is defined as environments which do not have any heavy commercial use but do have adequate control of interior temperature and humidity.

Limited Warranty for Residential Use

Manufacturer warrants that your flooring will be free from manufacturing defect for a period of 25 years following the date of purchase and under normal household conditions will not wear out, or delaminate.

*Normal household conditions mean those daily activities commonly associated with residential use. The temperature of the room must be maintained between 64 degrees-84 degrees Fahrenheit at all times.

Repair and Replacement

Replace without charge the affected planks. If manufacturer repairs or replaces a plank as a result of a warranty claim, you will be responsible for clearing, at your expense, any items placed over the affected area. Warranty coverage for a replacement panel will be limited to the remaining time of the original warranty.

These are your exclusive options under the limited warranties set forth above.

If you have a warranty claim, contact your dealer and discuss the issue. In many cases you dealer can provide you with a solution to correct the situation.

Limited Warranty Exclusions and Conditions

The Limited Warranty applies only to the original purchaser and the original installation site and are not transferable.

The Limited Warranty does not cover conditions or defects caused by improper installation; inadequate subflooring or improper subfloor preparation.

The Limited Warranty does not cover construction related damage.

The Limited Warranty does not cover conditions caused by improper use or maintenance, such as:

- Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
- Damage resulting from failure to follow floor care instructions.
- Scuffs, scratches, cuts, staining from rubber-backed mats, damages or discoloration from carpet dyes, and fertilizer or other chemicals.
- Damage caused by burns, flooding, fires, and other accidents.
- Damage caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
- Damage caused by wheeled chairs, caster wheels, or vacuum cleaner beater bars.
- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- Protectors must be of adequate diameter of the object and rest on flat floor.

The Limited Warranty does not cover discoloration or other problems resulting from excessive exposure from heat or sunlight.

For purposes of the Limited Warranty for Residential use, "wear through" means complete loss of the wear layer so that the printed pattern or design of the floor is altered.

The Limited Warranty does not cover variations of color, shade, or texture which may be different from those shown on samples or photographs.

Although floor is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew, and fungus.

The Limited Warranty does not cover discoloration from mold, flooding, leaking plumbing and appliances, leaking water, or similar conditions.

Under the terms of this limited warranty, manufacturer will not be liable for indirect, special, incidental, consequential or other damages of any kind no matter what the cause.

Additional restrictions apply.

Follow manufacturer's warranty guidelines.