

# Bestlamine Warranty

## 30 Year Limited Residential Warranty

This warranty is provided by Bestlamine and begins when the flooring is purchased. The finish of the floor plank is warranted by Bestlamine not to wear through under normal use for a period of thirty (30) years from the date of 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 surface wear.) This warranty is non-transferable and applies only to the original purchaser.

This warranty applies to the following products:

- 20MIL wear layer Bestlamine SPC Click & Bestlamine LVT Glue-down Vinyl Flooring
- 12MIL wear layer Bestlamine SPC Click & Bestlamine LVT Glue-down Vinyl Flooring

### **This 30-year Limited Residential Warranty is made to subject the following conditions:**

1. The floor must be installed properly and according to Bestlamine's Installation Instructions
2. The floor must be used only indoors in a dry, climate-controlled area
3. The flooring must be maintained in accordance with Bestlamine's maintenance instructions
4. This warranty does not apply to water damage
5. 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 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 being under the floor
6. This warranty does not apply to moldings or trims
7. Installation of flooring that contains any manufacturing defect is not covered by this warranty
8. This warranty applies to residential use only

### **Structure 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. This warranty is not transferable by the purchaser of the floor.

Should a problem attributable as a manufacturing defect develop after 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. Warranty applies to material only, and does not include labor.

**This warranty does not cover:**

1. 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.
2. Problems due to moisture, flooding, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks/tiles, or humidity levels above or below those recommended.
3. 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.
4. Manufacturer makes no guarantee that Bestlamine products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
5. Inherence variations that are consistent with those of a natural product to include pattern, color, and granule size do not indicate defective material.
6. Noncompliance with installation instructions and maintenance guidelines as recommended by Bestlamine. 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. Failure to apply protective coating in accordance with manufacturer's guidelines may result in irreparable damage to the underlayment. Such damage is not covered.
7. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller states, golf shoes, or pets.
8. Floor covering installed in appropriate locations is excluded from this warranty.
9. 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 Bestlamine warranty, you must notify Bestlamine 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. Bestlamine does not grant to any person or entity the authority to create for it any obligation or liability in connections with this product. Bestlamine 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:

*Bestlamine Inc. / Claims Department  
3900 Ben Hur Ave. #10  
Willoughby, OH 44094*

*1-800-520-0961*

*[www.bestlamine.com](http://www.bestlamine.com)*