

# Bestlamine Warranty

## Commercial Warranty

This warranty is provided by Bestlamine and begins when the Bestlamine flooring is purchased. The finish of the floor plank is warranted by Bestlamine not to wear through under normal use for a period of:

- Ten (10) years from the date of purchase for 20MIL wear layer wear layer Bestlamine SPC Click & Bestlamine LVT Glue-down Vinyl Flooring
- Five (5) years from the date of purchase for 12MIL wear layer Bestlamine SPC Click & Bestlamine LVT Glue-down Vinyl Flooring

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, and only when used in light commercial settings.

### **This warranty applies to light commercial use only and is restricted to:**

- a. **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons
- b. **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms
- c. **Hotels:** Guest Rooms, Conference/Meeting Rooms
- d. **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- e. **Institutional and Light Industrial:** Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residence Halls

### **This 10-year light commercial use warranty is made subject to the following conditions:**

1. The floor must be installed properly and according to Bestlamine's installation instructions. Proper installation includes, but is not limited to the following:
  - A moisture test must be performed to determine if excessive moisture exists in the subfloor.
  - When installing over concrete, concrete should be tested for moisture prior to installation using the Andydrous Calcium Chloride test method, a non-invasive moisture meter, or a pin/probe meter. When using a Calcium

Chloride Test, the result must not exceed 3lbs. per 1,000sq.ft. in a 24-hour period.

- A polyethylene film vapor barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
  - If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with viscosity of 8,000+/- 1,000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate-controlled area.
  3. The flooring must be maintained in accordance with Bestlamine maintenance & cleaning instructions.
  4. This warranty does not apply to water damage of any kind.
  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 to 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 Bestlamine's moldings and trims.
  7. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

## **Structure Warranty**

This floor plank is warranted to be free from manufacturing or material defects for the warranty period.

Should a defect occur, we will arrange a refund 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, credit will be applied to the material only; this does not include the cost of labor. 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 or 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, 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 flooring. Such damage is not covered.
7. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, or pets.
8. Floor covering installed in inappropriate locations is excluded from this warranty.
9. Exposure to UV light and sunlight will 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 Make A Claim**

Any claim made under either of these warranties must be made by contacting your retailer within 30 days after the basis of the claim was detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.

## **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)*