



Classen Warranty Information

Classen Laminate Floors are warranted to the original purchaser, from date of purchase, when installed in dry interior residential applications as follows:

- The floors will be free from manufacturer defects.
- The decorative laminate surface will not wear through.
- The floor will not fade due to sunlight or electrical light.
- The floor will not stain.
- Seams will not unlock under normal use conditions.
- The floor will resist water damage from everyday spills when removed promptly and from cleaning when cared for in accordance with the maintenance and care instructions.

Residential Warranty

The warranty is a limited Residential Use Warranty and is subject to the following conditions:

- The floor must be installed and maintained in accordance with the instructions that accompanied the product. Installation instructions can also be obtained through a retailer
- This warranty does not cover defects caused by improper subfloor/surface preparation, improper installation, or an improper application (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the sub-floor.)
- A suitable underlayment must be used for all flooring installations warranted by Classen. For installations on concrete sub-floors, below grade level or in moisture prone areas, a suitable underlayment with moisture barrier must be used to validate the warranty.
- This warranty does not cover damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided, physical abuse or misuse of the product, accidents causing scratching, marring, impact dents or cutting, freight damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.
- Surface wear must be visible from a standing position (i.e. cover an area greater than ½ square inch). Gloss or sheen reduction is not surface wear and is not covered by this limited warranty. This warranty does not apply to water damage caused by flooding or standing water (water remaining on the surface for no longer than 30 minutes).
- 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 below the floor.
- Planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects are not covered under this warranty. If you spot what you believe to be a manufacturing defect on a particular plank DO NOT INSTALL IT; please contact your retailer within 15 days of purchase for evaluation and replacement product.

Commercial Use Warranty



The Commercial Use warranty is a limited warranty to the original purchaser and is subject to the same Terms and Conditions as the Residential Warranty. Under the Commercial Use Warranty, Classen warrants that the floor will not fade due to sun or electrical light, the floor will not stain, and that the decorative laminate surface will not wear through. The Commercial Use Warranty is applicable to installations in the following areas without immediate access to street traffic:

- Offices
- Hotel rooms and suites
- Hotel conference and multipurpose rooms
- Retail stores (novelty shops/boutiques)

This warranty is not applicable to installations in heavy commercial areas such as, but not limited to, airports, restaurants, bars, etc. To validate the commercial warranty, the flooring must be professionally installed following the installation guidelines and only installed in dry interior areas.

Warranty Terms

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact your retailer. Proof of Purchase is required. If a claim under the Classen Warranty is approved, Classen will repair or replace at its option, the affected flooring material. This warranty covers and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased (no prorating will apply to products carrying a lifetime warranty). Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty. Classen does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable; it extends to the original end-consumer only. Classen shall not be liable to the purchaser or any other person for any incidental, special, or consequential damages, arising out of breach of this warranty (including merchantability). This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Classen.