

Laminate Flooring Product Warranty

Parador Laminate Warranty Overview

What is covered under this Limited Warranty?

Parador Laminate Flooring – except flooring sold “as is”, without warranty, and so noted on the invoice.

Who is covered under this Limited Warranty?

The original buyer/installation site owner when the flooring is used in a residential (as opposed to commercial) setting. (Note: This warranty is non-transferable to subsequent owners.)

What Installation Instructions should be followed?

Contact your retailer or the company from which you bought the material to get a copy of the latest information regarding the warranty of this product.

What Maintenance Instructions should be followed?

Contact your retailer or the company from which you bought the material to get a copy of the latest maintenance instructions for this product.

Limited Pre-Installation Warranty

- DO NOT install planks with visual defects
- Limited Pre-Installation Warranty DOES NOT cover variations of color, shades, surface texture or sheen of the floor you purchase from those shown on samples or photographs.
- The manufacturer will, at its option, either replace or refund the purchase price of any flooring found to be defective, prior to installation, in excess of the 5% of miss-milled/ miss-finished product allowed to be included under Standard Industry Trade Practices. Any flooring that has been installed has been deemed visibly acceptable regardless of degree or amount.

Note: It is the installer’s responsibility to check the moisture content of the subfloor first and deem it acceptable for the site. The installer must monitor, manage, and record inside conditions at the time of installation. The installer must confirm that the locking system is engaging correctly and there is no deflection from plank to plank. The installer must also inspect the flooring as it is installed and set aside or cut out defects found prior to installation. Once the flooring has been installed, the installer has deemed the flooring acceptable and the manufacturer assumes no further responsibility for defects visible at the time of installation which have been installed anyway.

Structural Warranty:

- The manufacturer offers a lifetime structural warranty to the original purchaser. This floor will not delaminate under normal use conditions – please be sure to:
 1. Follow the latest copy of the Product Installation Instructions and do not install this flooring in unsuitable (wet/dry) conditions.
 2. Follow the Product Maintenance Instructions as issues will occur if the wrong products are used and the floor is not properly protected

This product will not be damaged by topical moisture, localized spills provided they are removed within a reasonable period time. This product may not be installed in areas of extremely high temperatures or

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humidity such as saunas or around swimming pool areas. When installing in areas such as a bathroom, laundry room, exterior doors, dishwashers, ice makers the cut end or side edges must be sealed with a high-quality silicone edge sealant.

This warranty applies only to defects inherent to the material supplies. It does not include wear along the edges of the planks less than ¼" from the edge. Responsibility under this warranty only applies to hidden defects. Flooring planks installed with visual defects are not covered under this warranty.

This warranty does not apply to flooring that has been put to abnormal use or abused in any way. These conditions may include, but are not limited to:

- Water damage from storms, floods, or plumbing leaks
- Damage caused by negligence
- Damage caused by improper alterations of the product
- Damage caused by water or moisture trapped beneath including, but not limited to, hydrostatic pressure, vapor pressure or other conditions that result in water or moisture originating below the floor.

This warranty does not cover damaged caused by steam mopping or wet mopping

This warranty does not cover damaged caused by pet urine.

The warranty does not cover damaged or sounds caused by an unflat subfloor.

Limited Warranty for Residential Use

Parador Laminate flooring is flooring supplied according to Industry Standards and will have less than 5% of the flooring shipped, to contain milling, handling defects as well as occasional finish defects.

- The manufacturer warrants to the original purchaser, that for a period of 20 years from the date of purchase that the finish shall not peel or blister from the floor under normal Residential, (as opposed to Commercial), use conditions. Under normal household conditions, will not fade under artificial light, stain, or show wear through the image layer - see exceptions below

Limited Warranty for Light Commercial

Light Commercial is defined as environments which do not have heavy commercial traffic, where flooring is not exposed to a heavy commercial maintenance schedule and where interior temperature and humidity can be controlled and maintained.

Parador Laminate flooring is flooring supplied according to Industry Standards allow up to 5% of the flooring shipped, to contain milling, handling, and grade defects as well as occasional finish defects.

- The manufacturer warrants to the original purchaser, that for a period of 3 years from the date of purchase that the finish shall not peel or blister from the floor under Light Commercial, use

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conditions. Under normal light commercial conditions, will not fade under artificial light, stain, or show wear through the image layer - see exceptions below.

Installer's Responsibilities:

It is the installer's responsibility to follow the latest version of Product Installation Instructions, which include complete instructions, in much greater detail than outlined below, on the following topics. Please note the general guidelines found in the cartons should be replaced by the online version or latest versions from the dealer:

- Inspect the flooring upon arrival to ensure:
 1. you received the quantity, color and size flooring you ordered.
 2. there was not any handling damage or water damage in transit
- Prepare an installation plan, based on testing, at the flooring site, of both the subfloor for acceptable moisture content and the site atmosphere for the proper range of relative humidity. The installer must keep a record, which lists the results of all the tests taken.
- Make sure the flooring received meets the buyer's expectations prior to installation and they approve such issues as:
 1. the color, sheen, and texture
 2. establish that the site and sub floor are suitable for the installation method chosen and advise the buyer of, and correct any deficiencies prior to commencing installation.

Parador Laminate Limited Warranty Exclusions:

- **Claims made on pieces of flooring installed with visible defects as it is the installer's responsibility to set aside pieces with visible defects and not use them. Flooring, once installed, is considered acceptable by both the installer and buyer.**
- Claims made on pieces of flooring installed with difference in color, surface texture, sheen as it was the installer's responsibility to inspect the flooring prior to installation and install the floor in a random and harmonious mix.
- Finish peel, excessive swelling, cupping &/or delamination in the flooring caused by an increase of moisture content in the wood fiber core from moisture sources below the floor such as a wet sub-floor, or from moisture from above from such sources as excessive spills, excessive wet mopping, pets, etc.
- The Limited Warranty does not cover construction-related damage.
- The Limited Warranty does not cover loss of gloss or build-up of gloss due to lack of or improper maintenance.
- The Limited Warranty does not cover damage caused by scuffs, scratches, cuts, chipping, castor wheel (including some wheelchairs) vacuum cleaner beater bars, chemicals, burns,
- Buckling due to the flooring being bound up at anytime or by heavy furniture.
- Damage, excessive movement or defects caused by:
 1. improper shipping, handling and/or storage after the product leaves the manufacturer's possession.

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2. improper preparation or excessive moisture content of the surface on which this product is installed
3. excessive moisture from natural disasters such as flooding, broken pipes, etc., in which case your homeowner insurance company should be contacted.
4. excessive wet mopping, steam cleaning, or failure to cleanup spills and standing water.
5. improper installation whereby the Product Installation Instructions are not followed.
6. improper maintenance and failure to follow the Product Maintenance Instructions.

Finish Damage & Wear caused by:

- Heavy Commercial Use.
- Abuse /abnormal wear including, wet conditions, pet scratches, indenting from “high heels”, dropped or dragged heavy objects, improper maintenance, failure to protect entry & high wear areas with mats, furniture legs, etc. as reviewed in the Product Maintenance Instructions.
- **All finishes, even with constant improvements to durability, will scratch and dent.** For example, if you drag something heavy across the floor you will scratch the finish and perhaps even get under the finish itself and scratch/gouge the under the wear surface
- All finishes will wear from abrasion. If you allow sand and grit to lie on the floor, foot traffic will grind the finish down. Excessive foot traffic will also do the same over time. Initially the finish will dull in these areas. Eventually, the finish will wear through the wear surface

Claims Procedures:

In the event of a claim, the claim form must be submitted through the company from which the flooring was purchased. Upon receipt of the written claim, the manufacturer will act in a timely to settle the matter but reserves the right to physically inspect the floor and remove samples for lab tests.

The manufacturer warrants this flooring, within Industry Standards, to be free from defects in materials and workmanship when it leaves our possession. Standard industry trade practices allow up to 5% of the flooring shipped to contain milling, handling, finish and other visual defects. This warranty applies only to that material in excess of 5% that is deemed to be defective. (When ordering flooring, it is standard trade practice to order 7% more flooring than actual coverage needed to allow for cross cutting and fitting waste as well as allowing the installer to set aside any substandard pieces.

Other Limited Warranty Exclusions

- Installing material with anything not visually acceptable including color, surface texture, etc.
- Soaking in water from below.
- Wet mopping & failure to clean up spills.
- Steam cleaner used in any way.
- Wet subfloor.
- Failure to protect the floors from sand/grit, pet nails, high heels, caster wheel, chair/furniture w/o protectors, lack of mats at entry ways, excessive foot traffic, household chemicals, abrasive cleaners, steam cleaners, excessive sunlight, excessive heat, etc.

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The manufacturer neither assumes nor authorizes any other person to assume for it any other obligation in connection with the sale of this product. This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. Any implied warranties, including, but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Brandywine International Hardwood's obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of defective products, or refund of purchase price for flooring with visible defects returned to the manufacturer prior to installation. For flooring with delamination and finish defective issues discovered after installation and not visible prior to installation, the manufacturer, at its option, will either repair or replace the defective flooring and/or refinish the defective finish. Brandywine International Hardwood assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the remedy provided herein is the replacement/repair of defective products or refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Brandywine International Hardwood is willing to replace/repair such defective goods or refund the purchase price. This warranty does not apply to any product or products designated as seconds, special or nonstandard items. Any product or products so designated are sold "as is". In order to obtain performance of these warranty obligations, the person seeking performance should contact the company from whom you purchased the product. This limited warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state. Interpretations - this sale shall be governed solely by the terms and conditions herein set forth which shall prevail over any conflicting terms and conditions of buyer, any statement in buyer's purchase order, notwithstanding. All prior writings, representations or negotiations with respect to the subject matter are deemed to be merged herein. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision. The terms of this agreement may not be extended, discharged, amended or modified, in any way, except by a writing signed by an authorized representative of each party. This agreement shall be construed in accordance with the law of the State of Pennsylvania.