



# Laminate Flooring Warranty

## Regal

Warranty	
Product Warranty	Lifetime Residential / 5 Year Light Commercial

Flooring2 warrants that for the lifetime of the original purchaser from the date of purchase, and for 5 years from the date of original purchase under light commercial use\*, this laminate floor:

- \* Will not stain from normal household consumable items such as food or drink.
- \* Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear).
- \* Will not fade as a result of direct sunlight or household lighting.
- \* Will be free of manufacturing defects.
- \* Light commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. Examples are use in specialty retail, medical/professional offices, hotel guest rooms, break room and conference rooms. If there is any question as to whether the site is determined to be light commercial, contact your local distributor.

### MOISTURE WARRANTY

Flooring2 warrants the laminate flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from normal household spills resulting in discoloration or structural decomposition. The Moisture Warranty does not cover structural, mold and/or mildew damages, flooding, surface water puddles standing more than 96 hours, leaking pipes, household mechanical failures, appliance leaks or pet urine.

### RADIANT HEAT (UNDERFLOOR) INSTALLATION:

Flooring2 warrants to the original purchaser that this laminate may be installed over water-based radiant-heated subfloors, provided the surface temperature of the system does not exceed 81F degrees, and the relative humidity levels are maintained between 45% and 60%. It is not recommended to install over electrical radiant heating systems and this will not be covered by the manufacturer warranty. Only radiant heating system using water are acceptable. See installation instructions for further information.

### WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

The original residential and commercial purchaser should notify their authorized flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect, but within the same time period of this limited warranty. The original residential or commercial purchase must present to that authorized flooring dealer the following items for a limited warranty claim to be considered:

- \* A valid proof of purchase in the form of sales receipt which establishes proof of purchase;
- \* A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

### WHAT FLOORING2 WILL DO

If Flooring2 honors a claim under this limited warranty, it will authorize repair or replacement of the affected area only, along with associated labor costs. Flooring2 will not cover product abuse or product failure due to improper installation. If professionally installed by a certified laminate installer, the Manufacturer will pay the reasonable labor costs to perform the replacement or repair as necessary.

### LIMITATIONS AND EXCLUSIONS

If the original design/color/style is no longer available Flooring2 reserves the right to substitute another design or similar

structure and value from which the consumer may select.

This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the location for which was originally installed. The flooring must be installed in accordance with Manufacturer recommended installation instructions. This limited warranty will not apply to damage arising from any of the following:

- \* Accidents, abuse or misuse
- \* Extreme heat or cold
- \* Scratching, impact, cutting, or other normal wear and tear
- \* Improper workmanship or installation not in accordance with the Manufacturer installation instructions
- \* Improper maintenance
- \* Improper fabrication
- \* Freight damage
- \* Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from subfloor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters
- \* Planks coming apart at the seams because they have been engaged/disengaged more than three times
- \* Installation cost of flooring that contains any manufacturing defect is not covered by this warranty. Flooring2 excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

**\*\*Flooring2 assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.**

Flooring2 reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. Flooring2 may repair, replace, or refinish any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to the Manufacturer's optional inspection will void this warranty. No installer, retailer, agent or employee of the Manufacturer has the authority to increase or alter the obligation or limitation of this warranty.