Product	
Supplier	Flooring2
Product Type	Laminate Flooring
Number	HZ
Name	Horizon

Warranty	
Laminate Flooring Limited Warranty	10 Year

Laminate Flooring Limited Warranty

> **Document Version:** 1.0
> **Last Updated:** January 2026

Important Notice

> **READ BEFORE FILING A CLAIM**

This warranty is provided by Supplier and is extended only to the original purchaser/end-user. This warranty is **non-transferable** and applies only when the product is installed and maintained according to Supplier's Installation Guide and Care & Maintenance Guide.

Keep your proof of purchase. You will need it to file a warranty claim.

Important: Laminate flooring cannot be refinished. If damaged beyond repair, it must be replaced.

What This Warranty Covers

This warranty applies to residential and light commercial applications.

Coverage Summary

- Manufacturing Defects
- Structural Integrity
- Wear Resistance
- Stain Resistance
- Fade Resistance
- Moisture Resistance

Manufacturing Defects

Supplier warrants that your laminate flooring is free from manufacturing defects in materials and workmanship for the warranty period. Manufacturing defects include:

- Milling defects (incorrect dimensions, improper tongue and groove)
- Defective pattern printing or design layer
- Defective wear layer application
- Delamination of layers at time of purchase
- Defective locking mechanism
- Core defects

Structural Integrity (Joint Warranty)

Supplier warrants that your laminate flooring will maintain its structural integrity and the joints will remain secure under normal use.

What this covers:

- Locking system failure (joints will not stay connected)
- Warping of planks not caused by moisture
- Buckling not caused by improper installation or moisture
- Delamination (separation of layers)

Requirements for coverage:

- Proper installation following the Installation Guide
- Proper expansion gaps maintained
- Indoor humidity maintained between 30-60%
- No exposure to standing water or flooding

Wear Resistance

Supplier warrants that the wear layer will not wear through to the decorative pattern layer under normal use for the warranty period.

What this covers:

- Complete erosion of the wear layer
- Wear-through that exposes the design layer beneath

What this does NOT cover:

- Scratches (surface damage, not wear-through)
- Scuff marks
- Loss of gloss or sheen
- Damage from abrasive materials (grit, sand)

Stain Resistance

Supplier warrants that your laminate flooring will resist permanent staining from most common household substances when properly cleaned.

Covered substances include:

- Coffee and tea
- Soft drinks and fruit juice
- Wine and beer
- Pet food
- Common food spills
- Nail polish (when cleaned promptly)
- Ink

Requirements for coverage:

- Spills must be cleaned within 24 hours using approved methods
- Use only approved cleaning products
- Do not allow liquids to sit on surface or seep into joints

Fade Resistance

Supplier warrants that your laminate flooring will not significantly fade or change color from normal exposure to indoor light for the warranty period.

What this covers:

- Significant fading from normal indoor light
- Discoloration not caused by moisture or chemicals

What this does NOT cover:

- Minor color changes from intense, direct sunlight
- Discoloration from chemical exposure
- Color differences when rugs or furniture are moved (surrounding area may have changed)

Moisture Resistance

Supplier warrants that your laminate flooring surface will resist moisture damage from typical household spills that are cleaned promptly.

What this covers:

- Surface moisture resistance
- Spills cleaned within 24 hours will not cause permanent damage

What this does NOT cover:

- Standing water or flooding
- Water seeping through joints
- Moisture from below (subfloor)
- Swelling from excessive moisture

- Steam cleaning damage

Important: Laminate flooring is NOT waterproof. While the surface resists moisture, water can damage the core if it seeps through joints or edges.

Important Limitations

Cannot Be Refinished

Laminate flooring cannot be sanded or refinished. Unlike hardwood, laminate consists of a photographic image layer protected by a wear layer. If damaged:

- Minor scratches may be repaired with laminate repair kits
- Damaged planks must be replaced
- Severe damage requires replacing the affected area

Rolling Loads Not Permitted

Laminate flooring is NOT suitable for rolling loads. Rolling loads include pallet jacks, hand trucks, dollies, heavy carts, power wheelchairs, and similar equipment. Damage from rolling loads will void this warranty.

Note: Rolling office chairs are permitted with proper chair mats designed for hard floors.

Radiant Heat Compatibility

This flooring is compatible with most radiant heating systems when:

- Maximum floor surface temperature does not exceed 85F (29C)
- Heating system has been operating at least 2 weeks before installation
- Temperature changes are gradual (no more than 5F / 3C per day)
- Proper underlayment is used

What This Warranty Does NOT Cover

This warranty does not cover damage resulting from:

Installation Issues

- Improper installation (not following the Installation Guide)
- Failure to acclimate materials before installation
- Installation over improper subfloor
- Installation with visible defects (must be inspected before installation)
- Failure to leave proper expansion gaps
- Installation over subfloors exceeding moisture specifications
- Installation over radiant heat exceeding 85F (29C)
- Use of unapproved underlayment

Moisture and Water Damage

- Flooding or standing water
- Water seeping through joints or edges
- Moisture from subfloor or concrete without proper moisture barrier
- Swelling or buckling from water exposure
- Damage from wet mopping or excessive water during cleaning
- Steam cleaning
- Installation in areas with high moisture (bathrooms, laundry rooms) unless specifically rated

Environmental Factors

- Humidity outside 30-60% range causing expansion or contraction
- Temperature extremes outside 60-85F (15-29C) range
- Damage from direct, intense sunlight
- Natural disasters (fire, flood, earthquake)

Physical Damage

- Scratches from normal use
- Damage from pets (scratches, accidents)
- Damage from high heels, spiked shoes, or sports cleats
- Damage from furniture without proper floor protectors
- Damage from dragging furniture or appliances
- Damage from rolling loads (see Rolling Loads Not Permitted section)
- Burns from cigarettes or hot items
- Cuts, chips, or gouges from impacts
- Damage from abrasive materials (sand, grit)

Installation Noises

- Squeaking, popping, or crackling sounds
- Hollow sounds when walking
- Noise from movement of floating floor

Note: Some sound is normal with floating floor installations. These sounds are not defects.

Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Use of improper cleaning products (wax, polish, oil-based cleaners)
- Wet mopping or excessive water
- Steam cleaning
- Use of abrasive cleaning tools
- Failure to use proper floor protectors under furniture

Trims, Moldings, and Transitions

Trims, moldings, and transition pieces — including T-moldings, reducers, end caps, stair nose, thresholds, and quarter round — are **coordinating** accessories. They are designed to complement the flooring, not to match it exactly. Because these pieces are manufactured separately and may use different materials and finishing processes, some variation in color, grain, pattern, sheen, or texture between the trims and the flooring (and between individual trim pieces) is normal and expected. **This variation is not a manufacturing defect and is not covered by this warranty.**

Other Exclusions

- Normal wear and tear
- Loss of gloss or sheen
- Color or pattern variations between samples and installed product
- Minor color changes over time
- Commercial use under a residential warranty
- Rental properties (considered commercial use)
- Products not purchased through authorized Supplier retailers
- Consequential damages (labor, moving costs, subfloor replacement)

Warranty Validation Requirements

To maintain warranty coverage, you must:

At Time of Purchase

- Purchase from an authorized Supplier retailer
- Keep your original proof of purchase (receipt)
- Inspect all materials before installation for visible defects
- Report any visible defects BEFORE installation

During Installation

- Follow all instructions in the Supplier Installation Guide
- Acclimate flooring in installation room as specified (typically 48-72 hours)
- Maintain indoor temperature between 65-85F (18-29C)
- Use approved underlayment
- Ensure subfloor is clean, dry, flat, and meets moisture requirements
- Leave proper expansion gaps around perimeter and fixed objects
- Do not install over subfloors exceeding moisture limits
- Document installation (date, installer, conditions)

Ongoing Care

- Follow all instructions in the Supplier Care & Maintenance Guide
- Sweep or vacuum regularly to remove grit and debris
- Use only approved laminate floor cleaner (no wax, polish, or oil-based products)
- **Never wet mop** - use only slightly damp mop or spray mop
- Clean spills immediately - do not allow liquids to sit
- Use walk-off mats at entrances
- Use floor protectors under all furniture
- Use chair mats under rolling chairs
- Maintain indoor temperature between 60-85F (15-29C)
- Maintain indoor humidity between 30-60%

How to File a Warranty Claim

Time Limit

You must report the defect **within 30 days** of discovering the issue, but within the warranty period.

Step 1: Document the Issue

Before contacting anyone, gather the following:

- **Photographs** - Clear photos of the problem area showing the defect
- **Location photos** - Photos showing where in the room the issue occurs
- **Product labels** - Photos of any remaining box labels or product specifications
- **Timeline** - Note when you first noticed the issue
- **Proof of purchase** - Original sales receipt with date and retailer information

Step 2: Contact Your Retailer

Contact the authorized Supplier retailer where you purchased the flooring **first**. Provide:

- Proof of purchase (original receipt)
- Detailed description of the problem
- Photographs of the issue
- Date you first noticed the problem

If the retailer is no longer available, you may contact Supplier directly by mail or email with all documentation.

Step 3: Required Documentation

Document	Purpose	Required?
Original sales receipt	Proof of purchase and date	Yes
Photos of defect	Visual evidence of issue	Yes
Photos of product labels	Product identification	Yes
Installation records	Proof of proper installation	Recommended
Moisture test results	Proof of proper subfloor conditions	If applicable
Underlayment specifications	Proof of approved underlayment	Recommended

Step 4: Inspection

- Supplier and its representatives must be granted **reasonable access** to inspect the flooring
- Supplier may remove samples for laboratory evaluation
- **Do NOT attempt repairs** before inspection - this may void your warranty
- Inspection typically occurs within 2-4 weeks of claim submission

Step 5: Claim Determination

Supplier will inform you whether the claim is covered and to what extent:

- **Approved claims** - Supplier will authorize repair or replacement (see Warranty Proration for labor coverage)
- **Denied claims** - You will receive written explanation of denial reason
- Determination typically provided within 4-8 weeks of inspection

If Your Claim is Approved

What Supplier Will Do:

- Authorize repair or replacement of the **affected area only**
- Provide replacement flooring of similar design, color, and quality
- If original product is discontinued, Supplier will select a similar replacement
- Pay labor costs according to Warranty Proration schedule (if professionally installed)

What Supplier Will NOT Do:

- Replace unaffected areas
- Guarantee an exact pattern or color match with existing flooring
- Pay for furniture moving, subfloor repair, or other consequential costs
- Cover product abuse, improper installation, or improper maintenance
- Pay labor costs for DIY installations

If Your Claim is Denied

- You will receive a written explanation of the denial reason
- You may appeal the decision with additional supporting documentation
- Common denial reasons:
    - Improper installation (not following Installation Guide)
    - Water or moisture damage
    - Subfloor moisture issues
    - Improper maintenance
    - Damage from excluded causes (scratches, impacts)
    - Issue is normal wear (loss of gloss)
    - Installation noises (not a defect)

Warranty Proration

First 2 Years

- **Materials:** 100% replacement of defective flooring
- **Labor:** 100% of reasonable labor costs (if professionally installed)

Years 3-5

- **Materials:** 100% replacement of defective flooring
- **Labor:** 50% of reasonable labor costs (if professionally installed)

After Year 5

- **Materials:** 100% replacement of defective flooring
- **Labor:** Not covered

Note: Proration applies from the date of original installation. Labor coverage requires professional installation by a qualified installer.

Definitions

Term	Definition
Residential Use	Use in owner-occupied single-family homes
Light Commercial Use	Use in offices, retail, hotel rooms, conference rooms
Normal Use	Typical household or business activities
Prorated	Coverage that decreases over time
Manufacturing Defect	A flaw in materials or workmanship present at manufacture
Wear Layer	The clear protective top layer of laminate
Decorative Layer	The printed photographic image layer
Core	The high-density fiberboard (HDF) middle layer
Floating Installation	Floor installed over underlayment without adhesive
Expansion Gap	Space left around perimeter for natural movement
Delamination	Separation of the floor's layers

Limitations

Supplier assumes no liability for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Supplier reserves the right to inspect the floor and remove samples for evaluation. Any attempt to repair or replace the floor prior to Supplier's inspection may void this warranty.

No retailer, agent, or employee has the authority to increase or alter the obligations of this warranty.

Additional Information

- **Installation Guide:** Refer to the Supplier Installation Guide for Laminate Flooring
- **Care & Maintenance:** Refer to the Supplier Care & Maintenance Guide for Laminate Flooring
- **Radiant Heat:** Maximum floor surface temperature 85F (29C)
- **Refinishing:** Laminate cannot be refinished; damaged planks must be replaced
- **Contact:** For questions, contact your authorized Supplier retailer

Custom Warranty Requests

Warranty letters for project-specific requirements are available upon request and approval. If your project requires an exception to our standard warranty terms, Supplier may be willing to issue a custom warranty letter.

To request a custom warranty letter, please contact your Supplier sales representative with details about your project requirements.

This warranty document supersedes all previous warranty versions for laminate flooring products.