



concepts warranty

10-year light commercial

This the limited commercial warranty is only applicable to "light commercial" use and applications, which are defined as follows: low traffic areas in commercial offices, showrooms and retail spaces. In all cases, installed areas must not be subject to wet or abrasive debris or other conditions caused by wet or dirty footwear; these types of conditions will void the warranty. High traffic areas as defined throughout this document are excluded from this warranty.

limited lifetime residential warranty:

This warranty is subject to the procedures, recommendations, limitations, disclaimers, and exclusions mentioned herein.

Laminate flooring products carry a limited residential warranty, when installed in a residential situation* (SEE NOTE AT BOTTOM OF WARRANTY), against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. Consult your original packaging for the warranty time specific to the product you have purchased. Note that you must retain an original label of the product purchased which denotes your warranty duration, as well as the UPC code and your original receipt of purchase. This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the flooring strips and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the strips at the sole option of the manufacturer. The warranty does not include labor and installation costs nor any secondary costs. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

warranty exclusions:

-  This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, chips, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion from pebbles, stones, sand, all other abrasives, wet mopping, inadequate protection, insects, rot, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, water, high humidity, excessive dryness, natural disasters, excessive heat, heating and air conditioning systems, accident, improper installation or handling, cleaning agents, negligence or other causes not attributed to manufacturing or workmanship defects. Failure to adhere to and follow all the manufacturer's instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.
-  The warranty excludes claims due to the development of naturally occurring flaws, stresses, warping, cracks, split ends or other flaws within the product which manifest over time, whether or not caused by age, low or high humidity, seasonal humidity changes, improper maintenance, uncontrolled environmental conditions or other natural causes.
-  This warranty does not cover natural contraction (loose boards and cracks/gaps between boards) or expansion (cupping of boards, buckling and warping), whether or not caused by excessively low or excessively high humidity. Nor does this warranty cover secondary damages caused by floor expansion/contraction or installation environment where the boards were installed.
-  This warranty excludes noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor.

-  This warranty excludes floors which have been installed in areas without adequate humidity control and/or when humidity has not been continuously maintained within required humidity level throughout the entire year as required herein.
-  This warranty excludes changes to gloss levels.
-  This warranty excludes claims due to differences in the color and texture from display models and literature, as well as differences in color and texture from board to board.
-  This warranty excludes bows in boards: it is the nature of boards to bow seasonally due to changes in relative humidity.
-  The warranty excludes claims due to natural lightening or darkening of the product from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.
-  This warranty explicitly excludes products sold "as is". The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions.
-  This warranty specifically excludes damages to floors caused by heating systems: heating ducts, heat sources and heating system components of all types.
-  This warranty specifically excludes color variances from one dye/batch number to another. Prior to installation, verify the colors are an acceptable match. Co-install all batched in evenly distributed and well mixed manner
-  ecofinishes warrants to the original user that its products, when in their original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistency during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.
-  ecofinishes warrants to the original user that the finish on its products will not wear through nor separate from the flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty. ecofinishes assumes no legal liability for any and all actual incidental and/or consequential damages. However, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages; as such, this exclusion may not apply to you. This, like all warranties, gives you specific legal rights. In addition, you may also have other rights that vary from state to state or from province to province.

To file a warranty claim, contact the original supplier where the flooring was purchased.

*** NOTE:** Rental units, leased properties, and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations. If your product purchase also carries a limited commercial warranty, it is the limited commercial warranty that applies to rental units, leased properties, and apartments per the condition, exclusions, and terms specified herein.

Note that ecofinishes reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

All warranty claims must be made in writing to ecofinishes through the original supplier and must include a complete copy of the original purchase receipt, installation documentation, as available, and other information that may be requested by ecofinishes including this warranty.