



## outerbanks warranty

ecofinishes warrants its laminates collections in its original manufactured state to be defect-free with regard to abrasion resistance, light fastness, and resistance to staining.

### 25 year triple performance warranty:

ecofinishes warrants outerbanks laminate flooring in its original manufactured state to the original purchaser for a period of 25 years that the surface will not wear-through, fade, or stain under normal residential use.

For light commercial applications, the above structural and performance warranties are available for CAPE COD, SOCAL, OUTERBANKS, HOMELAND, HERITAGE, COASTAL laminate flooring products for 5 years from the date of purchase. ecofinishes warranties do not apply to restrooms or any other potentially wet areas in commercial buildings. Check with your retailer for the details of this warranty for the product you have purchased.

### compensation under the warranty:

All compensation under guarantee will be strictly in proportion to the market value of the goods in question. Determination of the market value is on the basis of the guarantee period. The compensation payable in the case of outerbanks reduces by 1/5 each 5 years of the original value.

If the claim under guarantee is recognized, the customer will be provided with the necessary replacement panels free of charge by the dealer from who made the original sale. The costs of laying are to be borne by the customer. In the event of ecofinishes laminate flooring not being available in the required color, a selection will be made from the product range available at that time.

### floor laying:

ecofinishes laminate flooring must be laid as described in the installation instructions. You will find a copy of floor-laying instructions in every package; more detailed floor-laying instructions are available on request from your local ecofinishes dealer or via the internet at [www.ecofinishes.com](http://www.ecofinishes.com).

### care instructions:

- Use only non-abrasive, soap-free cleaner on a regular basis to clean your ecofinishes laminate flooring. (NEVER USE: Abrasive pads or cleaners, including nylon scouring pads, steel wool, Comet™, Soft Scrub™, etc. that may damage the finish.)
- Footprints and dirt easily wipe away with a moist cloth. Just wring cloth well before use.
- Your ecofinishes laminate flooring is water resistant, not water proof, spills must be removed within 30 minutes to avoid damage to the floor and repeated wetting must be avoided, even if the exposure is less than 30 minutes.
- Use felt protectors or approved nylon pads under furniture and replace all hard plastic or metal rollers on furniture with soft rubber rollers.
- Use caution when moving large appliances such as refrigerator, ranges, etc.
- Use protective mats at exterior entrances and in heavy traffic areas.
- Gaps may occur at joints in the flooring during periods of low relative humidity (especially during the heating season).

- Do not use "mop-and-shine" products. That will leave a dull film. Never wax or polish your floor.
- ecofinishes warrants that if any portion of your floor should fail with respect to any provision of the above warranties, ecofinishes, at its sole option, to the original purchaser, will repair or replace the floor on a pro rata basis.
- Labor costs are not included.

#### bathroom installations/wet areas:

100% latex acrylic caulk must be used around the entire perimeter of the room and around the toilet sewer flange and a bead of glue must be applied to the top of the tongue. Other potentially wet areas such as entries near a pool or hot tub or entries exposed to melting snow or excessive condensate should be caulked and glued like a bathroom installation.

#### this warranty does NOT cover:

- Improper care and maintenance. Use of the flooring for other than the intended purpose will automatically result in a lapsing of the guarantee as will failure to observe the instructions for the correct cleaning and care of the flooring. A copy of the cleaning and care instructions is enclosed in every package.
- Accidents, misuse, or abuse (pet damage is abuse).
- Abnormal wear such as damage from spike heel shoes, lack of protection from furniture or hard casters, or surface dulling from sand, gravel, abrasive cleaners, or adhesive residue.
- Our guarantee is valid for all the above ecofinishes laminate floor coverings which have been laid in rooms where they are exposed to the normal wear for their recommended End Use Category according to EN 685.
- Water damage from flooding caused by icemakers, refrigerators, sinks, dishwashers, plumbing failures, natural disasters, or excessive moisture from the sub-floor.
- Damage due to exposure to extreme heat.
- Failure to follow proper ecofinishes laminate flooring installation instructions.
- Alterations or modifications of the original manufactured flooring product.
- Depreciation through normal wear
- Natural ageing in respect to lightfastness
- Abrasion resistance. Abrasion defects are not covered if an area of one square centimeter of the color or less has completely rubbed off. Rub-off defects restricted to the edges of the panels are not covered by the guarantee.

ecofinishes assumes no liability for incidental or consequential damages, however some states do not allow the exclusion of consequential damages so the above limitation may not apply to you.

#### further limitations:

ecofinishes warrants its products against manufacturing defects that exist in its product prior to shipment. Any manufacturing defect must be reported prior to product installation or, under any circumstance, no later than six (6) months after the date of purchase to be covered under this warranty. ecofinishes will replace any such effective material. This does not include labor costs. Any damage that occurs during shipment is the responsibility of the shipping company.

#### transferability:

The guarantee is not transferable and its terms apply to the first purchaser only.

#### to file a claim:

Once the defect is detected, a claim must be filed within 30 days of the appearance of the defect with the retailer where the floor was purchased. Any claim must be made in written form listing the details of the claim and including the original sales receipt. ecofinishes reserves the right to inspect the defect or to have it inspected by authorized agents, before recognizing any claim.

**disclaimer of warranty:**

Except for the foregoing comprehensive warranty ecofinishes disclaims all other warranties and guarantees whether expressed or implied, including any implied representation or warranty as to merchantability or fitness for any purpose and any other implied representation or warranty whatsoever.

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 ECOFINISHES DISTRIBUTION FLOORING USA. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

THE ABOVE REMEDIES ARE THE CUSTOMERS' SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.