

**WHO IS COVERED?**

- All warranties outlined in this Limited Warranty are given solely to the original retail purchaser (end-user) of the product. For the warranty to take effect, the flooring must be paid for in full, installed and maintained correctly, and was only used for its intended purpose.
- Products purchased online from internet retailers are not covered under this warranty, since there is no way to validate the handling, storage, shipping, installation, or sales practices of the source.

**WHAT IS COVERED?**

- The limited warranties are subject to the WPC flooring applications, limitations, disclaimers, and exclusions described below. All warranties begin from the date of retail purchase.
- Moldings (materials ONLY) are covered under this limited warranty for 1 year from date of installation

**TERMS OF MANUFACTURE WARRANTY**

- Warranty durations and types will vary depending on the flooring products purchased. Please see the specific warranty found on every sample label for warranty duration.
- All warranty claims must be received in writing. The term of warranty is based on the receipt date of the purchase.
- All credits or replacement material will be arranged by the manufacturer.

**All LUX WPC lines have a manufacturer limited lifetime structural and 50 year wear warranty. Some clearly marked products are approved for 10 year light commercial limited warranty.**

**RESIDENTIAL USE (LIMITED 50 YEAR WARRANTY)**

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed.
- Year 2: Repair or replacement of faulty material with 50% of labor up to maximum labor rate, if professionally installed.
- Years 3-4: Repair or replacement of faulty material with 25% of labor up to maximum labor rate, if professionally installed.
- Years 5-50: Repair or replacement of faulty material only, if professionally installed. The percentage covered will be pro-rated after the 4th year. For example, for a professionally installed product, that is covered by a Limited 50 year warranty, the manufacture will repair or replace 5/25th (or 80%) of the defective product only.

**LIGHT COMMERCIAL USE (LIMITED 10 YEAR WARRANTY)**

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed.
- Year 2: Repair or replacement of faulty material with 50% of labor up to maximum labor rate, if professionally installed.
- Years 3-5: Repair or replacement of faulty material only, if professionally installed. The percentage covered will be pro-rated after the 4th year. For example, for a professionally installed product, that is covered by a Limited 10 year warranty, the manufacture will repair or replace 5/10th (or 50%) of the defective product only.

**STRUCTURAL**

We warrant to the original retail purchaser that the flooring in its original manufactured condition will be free from defects in lamination and assembly for the warranty period.

**WEAR**

We warrant to the original retail purchaser that the wear layer on the surface of the flooring planks will not wear through or separate from the core under approved residential or commercial use, when maintained in accordance with the recommended installation and maintenance guidelines for the length of the warranty (ex. 5-year, 50-year, lifetime). “Wear layer” is defined by the total thickness of the top AC4 protective layer. “Wear through” is defined as a complete loss of this wear layer, so that the printed décor film itself is affected and exceeds 2% of the installed area. Gloss reduction, indentation, scratches, and/or dull appearance are not considered a product defect or surface wear. The WPC care and maintenance guidelines provided are not intended to be an exclusive list.

**QUALITY ASSURANCE**

The manufacturer warrants to the registered purchaser of our flooring products that the floor will meet the manufacturer quality standards. The intended end user and the installer should have a clear understanding of expectations of the color, installation, and layout. Carefully inspect the products before installation for any milling, dimensional, or visual defects. Since WPC is imitating a natural product, there will be natural variations in color, tone, texture, and graining that are not covered by this warranty. Flooring color variations or darkening are a natural occurrence and may be due to exposure to sunlight or natural aging. The samples may not always exactly match the actual flooring received. Inherent variations in grain or color are not considered as manufacturing defects. This pre-installation warranty expires upon installation.

**WHAT ARE THE CONSUMER’S RESPONSIBILITIES UNDER THIS WARRANTY?**

- The manufacturer may request proof of pre-installation moisture documentation from you when submitting a claim under this warranty. The manufacturer strongly advocates the use of licensed, experienced installers for best results. If using a professional wood flooring licensed installer, you may be asked for the name and license number when submitting a claim.
- The installer must thoroughly inspect every flooring plank in each carton before permanent installation. The manufacturer is not responsible for any labor or damages incurred by delivery delays, flooring product not matching the samples, wrong product installed, dye lot (mismatch), installation, or jobsite conditions. The installer/owner is the final inspector and assumes the responsibility to determine if the product is correct and acceptable before installation begins.
- To ensure repairs can be made in the future, it is required a minimum of 2% of the floor be kept in unopened boxes in a temperature-controlled room. This 2% can be used by the manufacture for plank replacement as needed.
- The flooring must have been installed in accordance with all manufacturer installation guidelines.
- A minimum of 5% extra material should have been added for waste factor to the actual footage needed as allowance for product culling, cutting, waste, and mismanagement.

- Maintenance must be properly performed as needed in accordance with the manufacturer care and maintenance guidelines.

**WHAT IS THE MANUFACTURER’S RESPONSIBILITY UNDER THIS WARRANTY?**

- PREINSTALLATION – Should the material be doubtful as to grade, manufacturing, texture, color, graining, dye lot, excessive shipping damage, factory finish, those defective materials shall not be more than 5% of total. If the manufacturing defects exceed 5%, the manufacturer will supply additional material for replacement and cover standard shipping fees to the retailer.
- If any of the covered events occur within the warranty period, the manufacturer will furnish another comparable flooring that it manufactures (of similar pricing, specifications, and quality) for either the repair or the replacement flooring material of the defective area, at the manufacturer’s sole discretion. If the floors were installed incorrectly by a non-licensed installer, the manufacturer assumes no responsibility for any labor cost associated with such repairs or replacement. In the event that we are unable to correct the problem after a reasonable number of attempts, or if the replacement or repairs fail in the same manner a second time, we will refund the wholesale portion of the purchase price for the section of failed flooring.
- These warranties do not cover removal or replacement of cabinets, electrical fixtures, plumbing fixtures, handrails, transitions, moldings, furniture, or any other fixtures of the jobsite/home. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

**WHAT IS NOT COVERED UNDER THIS WARRANTY?**

- Damage caused by fire, flooding, and other natural disasters.
- Damage caused by negligence, accidents, misuse, abuse, or man-made disasters.
- Damage caused by vacuum cleaner beater brush or hard heads.
- Damage caused by appliances, furniture, and casters.
- Damage caused by cutting from sharp objects, tape, adhesive, or burns.
- Damage caused by the use of NON-APPROVED cleaning products or methods such as: wax, wood polish, alkaline products, any abrasives, wet or steam mopping, etc.
- Construction or installation related damage. (Examples: chips, dents, scratches, etc.)
- Reduction in gloss, scratches, or indentation due to sand, pebbles, other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required.
- Reduction in gloss or any finish distortion from removing any adhesives or chemicals.
- Mold or mildew growth from over cleaning, steam mops, leaking pipes or any other water sources.
- Color, shade, or texture variations between samples or replacement flooring and the actual material.
- Product warping, buckling, cupping related to any water related occurrence (floods or extreme wet mopping).
- Fading or color change due to UV rays from direct sunlight.
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.
- Noises (squeaking, popping, crackling, etc.) associated with subfloor movement.
- Naturally occurring characteristics such as variations in the printed layer/film, graining, color, mineral streaks, and knots.
- Seasonal gapping caused by natural expansion and contraction resulting in separation between boards, or damage caused by low or excessive humidity.
- Floors installed in rooms with extreme direct sunlight or external heat sources where the surface temperature of the floor drops below 60°F or exceeds 142°F.
- Floors damaged from in-floor radiant heat, from the use of rugs, mats, or mattresses laid directly on the floor, or any solid surface item that causes the floor to overheat.
- Floors installed over substrates with excessive moisture (MC/RH), and/or installed without an approved moisture barrier/retarder.
- Floors installed with NON-APPROVED underlayment or padding. The required underlayment is 3 in 1 underlayment pad with moisture barrier.
- Floors installed over in-floor radiant heating systems that were not approved. The in-floor radiant heating system must meet all requirements specified in the WPC manufacturer installation guidelines. Gapping between boards may occur on any plank flooring installed over an in-floor radiant heating system and is not considered a defect.
- Floors damage caused by in-floor heating element not embedded minimum of 1/2” into the substrate.
- The warranty does not apply to products designated as “BARGAIN,” “CABIN GRADE,” “SECONDS,” “CLOSE-OUT,” “DISCONTINUED,” OR “NON-STANDARD.” SUCH PRODUCTS ARE SOLD “AS IS.”
- Commercial installations, unless otherwise notated pre-installation. Approved commercial installation types are as follows:  
 MEDICAL FACILITY:  
 Storage Room, Waiting Room, Patient Room, Examination Room

**WHAT SHOULD THE CONSUMER DO IF THERE IS AN ISSUE WITH THEIR FLOOR?**

In the event of a claim, please contact the retailer where the flooring products were purchased. The retailer will fill out all claim forms and notify the distributor. Claims may take up to 60 days to process. A distributor representative will contact the homeowner to schedule any inspections and repair work if the manufacturer deems the claim is warranted.

Please keep all your product registration, pre-installation, and post-installation receipts including but not limited to your sales receipt, pre-installation moisture test, photos, installer’s name, phone number, and license number. Information regarding the claimed defect, date, and proof of purchase must be provided.