

# AC3 Laminate Warranty.

## **Limited Residential Warranty**

DellWood Kitchen & Floor warrants that for applicable warranty period, your Dellwood Laminate Floor will be free from manufacturing defects, will not stain or show wear\*\* through the image layer, and will not fade from sunlight or artificial light under normal household conditions\*\*\* when maintained in accordance with our laminate maintenance guide.

\*The applicable warranty period is 25 years from the date of original purchase.

\*\* Gloss reduction does not constitute “wear”

\*\*\*Normal household conditions means those daily activities commonly associated with residential use

## **What Dellwood will do should you need warranty service**

If you make a claim and follow our service procedures within the first year after the date of purchase:

Dellwood will provide materials to either repair or replace the defective area of the floor at our option. If the floor was professionally installed, Dellwood will cover reasonable labor costs to replace or repair the defective area of your floor.

Within Two Years: Claims on defects of this product as covered by this warranty that are reported in writing within two year of purchase, Dellwood will arrange a credit based on the original purchase of the product or replace the product. If professionally installed, reasonable labor costs are included.

After Year Two: Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Dellwood will arrange a credit based pro rata on the original purchase of the product or replace the product. Labor costs are not included.

Note: Any repair or replacement is limited to colors and styles available at the time of repair/replac

## Limited Warranty Conditions

- Proof of purchase is necessary to verify all warranty claims
- The damage to the product must be evident, measuring the size
- This warranty applies to only the original purchaser and the original installation site and is not transferrable. This warranty only applies to first quality Dellwood brand product purchase made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
- This warranty applies only to products installed indoors
- Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor.
- This warranty applies only to Dellwood brand product installed according to the manufacturer's recommended installation instructions. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed.
- Dellwood or the retailer must be informed of the defect in writing within 7 days. Complaints after 7 days will not be accepted. Color and gloss issues resulting from adding material at a later date from non-warranty repairs are excluded from coverage.
- Dellwood Flooring will not be responsible for any loss of time, inconvenience expenses, costs or consequential damages caused by or resulting directly or indirectly from a problem about which the claim was made.

## Limited Warranty Exclusions

This warranty does not cover the following:

- Misuse, accidents, or abuse (ex: dragging heavy objects across the floor without proper protection)
- Conditions caused by improper care and/or maintenance (see our laminate maintenance guide for details). Some examples of conditions not covered are:
  1. Loss of gloss or buildup of dulling film due to lack of or improper maintenance.
  2. Scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, pets, spiked heels, or other objects.
  3. Damage caused by chemicals, burns fires and other accidents
- Failure to support furniture with non-staining floor protectors. Protectors must be the same diameter of the object and rest flat on the floor.
- Insufficient protection from pebbles, sand, and other abrasives
- Conditions caused by Installations not in accordance with the DellWood Installation Guide, inadequate subflooring or improper subfloor preparation

- Damage due to fluids of any source or type including but not limited to pets, appliance malfunctions, or natural disasters. This also excludes damages caused by water or moisture trapped beneath the floor due to an improper sub floor or underlayment without a moisture barrier.
- Panels installed with visual defects. Flooring must be checked for defects before installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances.
- Any noise or sound issues related to the floor (ex: squeaking, hollow sound, etc.)
- Variations of color, shade, or texture of the panels you purchase from those shown on samples or photographs
- Damage from extreme heat, dryness, moisture of any kind. You must maintain the temperature 65F to 85F and humidity 35% to 55% in your home.
- DellWood does NOT warranty our product to be installed in bathrooms or saunas.
- The Limited Warranty does not cover use of two different locking systems. Locking systems change from time to time and it is the purchaser's responsibility to notify us of a continuous job that requires a certain lot number.