

Warranty



WPC FLOORING

5.5MM WPC – 5 COMMERCIAL/30 RESIDENTIAL

2016

WPC FLOORING

Limited Residential & Commercial Warranty

Our 5 year commercial/30 year residential limited light commercial warranty for VINYL WPC FLOORING means that for 5 years (commercial use) / 30 years (residential use), from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied with each carton. This guarantee applies only to the original end user and proof of purchase is required for all claims. The guarantee is for replacement or refund of the material only. Claims for wear must show a minimum dime size area. High-heeled shoes, rolling carts, furniture and chairs without protective pads can damage the surface and are **not covered** by this warranty.

This limited residential & commercial warranty is made subject to the following conditions:

- The floor must be installed properly and according to Eternity Floor's installation instructions.
- The flooring must be used only indoors and in a climate controlled area
- The flooring must be maintained in accordance with Eternity Floor's maintenance guide
- Installation of flooring that contains any manufacturing defect is not covered by this warranty.

Lifetime Structural Integrity Warranty

Eternity warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Eternity additionally warrants that this product will not warp, cup, or knuckle when properly installed and maintained according to Eternity's installation instruction procedures and care guide. This warranty includes installation over a radiant heated concrete subfloor for approved floating installation methods.

Lifetime Limited Waterproof Warranty

This flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floors integrity, is probable that when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur. This warranty excludes damage resulting from mold or mildew growth due to prolonged exposure to moisture.

This limited warranty excluded all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.

What Eternity will do should you need warranty service

If the flooring fails to perform as stated in the applicable Limited Warranty, Eternity will, at its option, (i) repair the plank without charge to conform to the warranty; or (ii) replace the plank without charge with a plank from the same collection, if it is still available, or a plank of equal value and/or quality. If Eternity repairs or replaces a plank as a result of a warranty claim, you will be required to clear at your expense any items placed over the affected area subsequent to the original installation.

Warranty coverage for a replacement plank will be limited to the remaining time of the original warranty.

NONE OF OUR CONTRACTORS, RETAILERS, DISTRIBUTORS, OR EMPLOYEES HAVE THE AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMERS OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES.

Limited Warranty Terms, Exclusions & Conditions

If you have questions regarding the warranty information, please contact the manufacturer, retailer or our website www.eterinityflooring.com

- This warranty excludes damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc. rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
- This warranty excludes color inconsistency between samples, replacement product or illustrations and actual product, as it is not a manufacturing flaw.
- The Limited Warranty does not cover conditions or defects caused by improper installation, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation.
- The Limited Warranty does not cover construction related damage.
- 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.
- Proof of purchase is necessary to verify all warranty claims
- This warranty applies only to the first owner and the first installation of the product and is not transferable. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty only applies to first quality Eternity 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 product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. Eternity Flooring will repair or replace the product, at its option. When replacement of the flooring is made, only new panels from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor. If the product was originally professionally installed by a licensed installer, Eternity Flooring will cover reasonable labor cost and can never be held liable and is not responsible for any secondary damage.
- Flooring must be checked for defects before installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The Limited Warranty does not cover planks installed with obvious visual defects.
- Eternity Flooring 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.
- Eternity 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.
- This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.