

Warranty



RIGID CORE FLOORING

2018

RIGID CORE FLOORING

Limited Residential Warranty

Eternity warrants our Rigid Core products to be free from manufacturing defects. Rigid Core flooring installed indoors in a climate controlled area in accordance with Eternity's installation guide will not warp, cup, or buckle. Rigid Core flooring maintained in accordance with Eternity's maintenance guide will not wear out, fade, or stain under normal household conditions for a specified length of time from date of purchase as set forth below. This warranty applies only to the original end user and proof of purchase is required for all claims.

Limited Commercial Warranty

Eternity warrants our Rigid Core products to be free from manufacturing defects. Rigid Core flooring installed indoors in a climate controlled area in accordance with Eternity's installation guide will not warp, cup, or buckle. Rigid Core flooring maintained in accordance with Eternity's maintenance guide will not wear out, fade, or stain under light commercial use for a specified length of time from date of purchase as set forth below. This warranty applies only to the original end user and proof of purchase is required for all claims.

Lifetime Waterproof Warranty

Eternity Rigid Core 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. These products are not to be used as a moisture barrier and this warranty does not cover damages due to subfloor moisture or mold/mildew growth due to prolonged moisture exposure. This warranty does not cover any damage to the floor and/or surrounding structures caused by casualty events involving water coming into contact with your floor and failures normally covered by homeowner's insurance including but not limited to damages caused by flooding, standing water, leaky pipes, leaky faucets, household appliances, or hydrostatic pressure.

Rigid Core Flooring Warranty Periods

COLLECTION	WEAR LAYER	APPLICATION	WARRANTY
4mm MegaCore	12MIL	RESIDENTIAL & COMMERCIAL	20 YEARS RESIDENTIAL/5 YEARS COMMERCIAL
4mm Charleston	20MIL	RESIDENTIAL & COMMERCIAL	25 YEARS RESIDENTIAL/5 YEARS COMMERCIAL
4mm Grand Heritage	20MIL	RESIDENTIAL & COMMERCIAL	25 YEARS RESIDENTIAL/5 YEARS COMMERCIAL
5mm Nordic	20MIL	RESIDENTIAL & COMMERCIAL	50 YEARS RESIDENTIAL/10 YEARS COMMERCIAL
6.5mm Provincial	20MIL	RESIDENTIAL & COMMERCIAL	50 YEARS RESIDENTIAL/10 YEARS COMMERCIAL

Terms

- Proof of purchase is required for all claims.
- This warranty applies only to the first owner and first installation of the product and is not transferable.
- Claims for wear must show a minimum dime sized area.
- The warranty only applies to defects inherent to the material supplied, this means any material or production defects acknowledged by the manufacturer. Eternity will repair or replace the product at its option – when replacement is made, only new panels from the current product range at the time of the complaint will be supplied. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects which were not visible before or during the installation of the floor. Flooring must be checked for defects before installation and under sufficient lighting and planks deemed defective must not be installed under any circumstance.
- Eternity 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 pertaining to the claim.
- Eternity Flooring reserves the right to inspect the flooring and to remove samples for additional evaluation. Any attempt to repair or replace the flooring without consent from Eternity Floors will void this warranty. Eternity Flooring does not allow or authorize any third parties to alter this warranty.

Exclusions

- Damage or failure arising from improper installation, excessive subfloor moisture, inadequate subflooring, or inadequate subfloor prep
- Damage or failure due to a radiant heated subfloor not in compliance with Eternity's installation guide/requirements
- Construction related damage including but not limited to damage caused by adhesives or tape
- Planks installed with visible defects
- Product deformities that are not measurable or that are only visible at a certain angle or in a certain light
- Color or gloss inconsistency between samples, replacement product, or illustrations and actual product. Color or gloss inconsistency resulting from adding material at a later date.
- Damage or discoloration caused by accidents, chemicals, fire, flood, moisture, mold or mildew.
- Damage to planks or click joints due to heavy rolling loads or uneven subfloor
- The use of two different locking systems or flooring sold as irregulars, trial grade material, or "as-is"
- Damage or indentations caused by abuse or from failure to follow Eternity maintenance instructions including but not limited to:
 - o dragging objects across the floor, untrimmed pet nails, damaged shoes/heels
 - o use of mats not labelled non-staining
 - o use of rolling caster wheels without non- staining floor mat or furniture without non- staining floor protectors
 - o use of vacuum cleaner beater bar
 - o use of steam mops
- Loss of gloss, buildup of dulling film, gouges, indentations, scuffs or scratching
- Discoloration, fading, or normal changes in color from heat, intense artificial light, or direct sunlight
- Damage or indentations in the following environments:
 - o areas that are not climate controlled
 - o areas exposed to extreme heat or cold including but not limited to saunas
 - o areas where commercial cleaning machines will be used
 - o areas where walkers and wheelchairs are used (i.e. Assisted Living or Extended Care facilities)
 - o areas exposed to movement of heavy objects, displays, racks, dentist chairs etc. – it may exert extreme stress and compromise the locking system.

IF YOU HAVE A CLAIM

Contact the retailer where you purchased the floor and describe the issue. They will be able to answer your questions and, if necessary, start to process a claim. When applicable, the retailer will provide an initial inspection of the issue and will be obligated to present their findings to Eternity along with proof of purchase, a sample and/or clear photos of the defect, and any additional information we may need to understand the cause of the issue.

WHAT WE WILL DO

If we honor a claim under this warranty, Eternity will repair or replace the product at our option or we will refund the cost of the flooring. If Eternity repairs or replaces a plank as a result of a warranty claim, you will be required to clear at your expense and items placed over the affected area subsequent to the original installation.

This warranty is limited to the designs, colors, styles, structures and SKU's available at the time of the repair or replacement. If the original product is no longer available, we reserve the right to substitute it with another design, color, style, structure or SKU that is similar to the original and of equivalent value.

If the flooring was professionally installed by a certified installer and there is a justified claim within the first 36 months of the date of purchase, Eternity will cover reasonable labor costs to perform the repair or replacement.

The repair, replacement, or refund is a pro-rated percentage cost of the flooring and labor. The percentage is determined by the number of years remaining on the warranty and the length of the warranty. Warranty coverage for a replacement plank will be limited to the remaining time of the original warranty.

If a replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for Eternity Rigid Core floors.