

STRONG BUILT FLOORS

Claim & Manufacturer Limited Warranty



In case of any manufacturing defects or product inconformity (*refer to Section I*), the Manufacturer Limited Warranty will be applied for a period of two years from the date of installation. A claim report for quality defects shall be submitted to Manufacturer within 30 days of the quality problem being discovered. Manufacturer shall require clear photos, videos, description of problem and/or samples for additional evaluation. Manufacturer reserves the right to inspect, or have the floor independently inspected by a third party to identify if the product is defective. Manufacturer will bear all the inspection cost if it is concluded to be manufacturing defects by the third party; Buyer will bear the inspection cost if it is concluded not to be manufacturing defects by the third party. Accordingly, Manufacturer will, at its sole discretion, either repair or replace the portion of the flooring determined to be defective in the same or similar style, quality, size, color. If Manufacturer is unable to furnish equivalent replacement product, Manufacturer may, at its sole discretion, elect to refund the amount of the defective portion of the floor at original purchase price between Manufacturer and Buyer. These warranties apply only to the original purchaser from Manufacturer and to flooring in its original installation. They are not transferable.

SECTION I: WARRANTY CONDITIONS

This warranty is made to subject the manufacturing defects or product inconformity only, including but not limited to:

- Products are deformed, blistered, broken.
- The product is permanently discolored under normal conditions.
- The product has damaged wear layer under normal conditions.

SECTION II: THIS WARRANTY DOES NOT COVER THE FOLLOWING

- Damage to product resulting from improper storage, handling, and freight.
- Failure to follow the installation/maintenance instructions resulting in product damage.
- Disassembly, relocation.
- Flooring installed outdoors.
- Faults related to the locking system due to foundation warping, undulation, improper lining material or overloading, subfloor is not qualified as manufacturer's recommendation.
- Using adhesives with click-lock SPC flooring.
- Improper cleaning and hygiene of the product; can lead to discoloration due to high concentration of chemical solutions and detergents.
- The product is discolored, faded, or changed in color due to direct exposure to sunlight, UV light, heat, or intense artificial light.
- The product is stained or discolored due to dyes, coal stains, tar, adhesive, etc.
- The product surface is scratched, concave, damaged by sharp objects, heavy objects.
- Compression forces of heavy objects on the flooring (static loads) should not exceed 200 kgs per square centimeter.
- Damage caused by improper rolling loads, use of chairs or other furniture without proper floor protectors or caster wheels; surface scratches, any modification made to the product, alterations, repair, or service by a nonprofessional party.
- Product surface is scorched, warped due to exposure to flame or high temperature greater than 120°F.
- Subfloor does not meet manufacturer's recommendation.
- Failure to follow manufacturer's instruction about using flooring with radiant heat system.