

# Soho Series®

## Soho Series® 12.3mm V-Groove Engineered Laminate Flooring

### ➤ **Manufacturer's Limited Life Time Warranty.**

- The manufacturer warrants to the original end consumer the laminate flooring panels ("panels"), from the date of the purchase, that: the décor surface of the panels will not wear through. • The panels will not fade from sunlight or normal artificial lighting. • The panels will resist stains. • The panels are free from manufacturing defects. The Limited Life Time Warranty is based on a 25 year life span of the floor.
- This guarantee applies only to the original purchaser and proof of purchase is required for all claims. The guarantee is for replacement or refund of the laminate material only, **NO LABOUR**. The guarantee does not cover chipping (laminate will chip if sharp objects are dropped on it), warping (laminate will warp if excessive moisture gets into the boards) or bridging (which is caused by insufficient expansion spacing), squeaking (which is caused by uneven floors and/or excessive tensile pressure on the floor). Claims will not be considered any for these problems. Claims for wear must show a minimum one square inch area. This guarantee is pro-rated based on the amount of the time the floor has been installed. So if you have a claim after 10 years, the manufacturer would refund or replace 3/5 of the laminate value (10 years is 2/5 of 25 years).
- The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used only for indoor residential applications. • This limited warranty does not cover negligence, improper installation, care or maintenance, insufficient protection, improper alterations to the original materials, insects, severe accidents, exposure to extreme heat, burns, fire and all other natural disasters. • This limited warranty does not cover surface wear that is the result of sand or other abrasive materials. • This limited warranty does not cover any noise and/or sound issues related to the floor (e.g. squeaking, crackling, hollow sound etc.). • This limited warranty does not cover installations in wet areas such as bathrooms, steam rooms or any rooms exposed to excessive moisture. • This limited warranty does not cover the surface wear or damage as a result of abuse, sliding furniture or heavy objects across the floor without proper protection, severe impact, scratching, cutting, or chemical damage. This limited warranty does not cover fading due to area rugs or placemats as all laminate will fade over time. • *This limited warranty specifically excludes water damage from standing water, urine or other corrosive liquids, excessive subsurface penetration or moisture emissions from concrete, leaking pipes or faucets, leaking appliances or receptacles such as but not limited to washing machines, bathtubs, showers, sinks, dishwashers, and refrigerators, hydrostatic pressure, flooding, natural disasters, or Acts of God.* • This limited warranty does not cover mouldings or accessories. • This limited warranty only covers the original materials purchased. • Laminate flooring panels installed with any manufacturing defect are not covered by this limited warranty. Any known manufacturing defect must be reported prior to product installation, or under any circumstance, no longer than thirty (30) days after the date of purchase to be covered under this limited warranty. Any such defective material will be replaced at no additional cost to the customer. Any damage that occurs during shipping is the responsibility of the shipping company. • Any claim under this limited warranty shall be made by contacting your retailer within thirty (30) days after the defect is detected. • Proof of purchase with the date of purchase must be presented with the claim. • This limited warranty covers the repair or replacement, at the manufacturer's option, of the affected laminate flooring panels. If repair is not commercially practicable, or if the design or model line that is claimed for is no longer available, the manufacturer will replace the affected materials with another design or model line of equal value. • This limited warranty is not transferable, and extends only to the original end consumer. • The above constitutes the customer's sole and exclusive remedy for claims under this limited warranty. This limited warranty constitutes the entire agreement between the parties.