

SA Global Retailers Laminate Flooring Warranty & Care Instructions

Milano Chic

GENERAL INFORMATION

Product Inspections

- Inspection of all flooring materials must be done before installation.
- Materials with visible defects are not covered under warranties once they are installed.
- Our laminate floors are manufactured in accordance with accepted industry standards, which permit defect tolerance not to exceed 2%.

Sub-Floor Preparation

- Sub-Floor must be flat, dry, smooth, level, and free from residues and structurally sound. A level slope is a foundation with an incline that is less than 5mm over 2 m.
- Documents must be kept for all test results for warranty purposes.

Acclimation /General Conditions

- The flooring should be acclimated in the rooms in which it will be installed by letting the packages of flooring lie flat on the floor for at least 48 hours prior to installation.
- Acclimation of the laminate floors can be done by leaving it inside the box.
- Acclimation of the flooring must be done in the room where the flooring will be installed and where the temperature and humidity are maintained at or near normal living conditions.
- Please make sure to do a damp/moisture test before installation. The reading should be less than 5%.

Preparing the Room

- Check that the doors can still open and close after the floor and underlayment have been installed.
- Underlayment should be 2mm or thicker, and preferably one that has a moisture barrier film on one side and sound barrier on the other.
- For concrete, let the underlayment moisture barrier run up the perimeter of each wall 4" and trim after the floors are installed.

WARRANTY INFORMATION

Warranty

- This quality laminate flooring is guaranteed not to wear through or stain during warranty period. 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). We will not consider any claims for these problems.
- Claims for wear must show a minimum dime size area.
- This guarantee is pro-rated based on the amount of time the floor has been installed. A percentage would be replaced depending on the length of time since the floor was installed.
- The residential use warranty applies to the finish against wear under proper residential usage and maintenance. Length of the warranty (15-years)
- The 5-year commercial use limited warranty applies to the finish against wear through under light to medium traffic commercial usage with proper maintenance for AC4 laminate.
- Warranty is conditioned upon Manufacturers receipt of notice in writing from the buyer of the alleged defect prior to expiration of the warranty period and evidence that the products were properly installed by a licensed installer and not subject to any of the conditions described below.

Limitations on Liability

- Defect of goods must be proven by inspection procedures deemed proper by the manufacturer.

Exclusions

- Any visible defects noted after installation
- Building settling or uneven sub-floor
- Improper installation including installation by non-licensed individual.
- Improper maintenance or inadequate care.
- Accidents, abuse, or misuse.
- Furniture without felts pads or protective cover on feet or wheels. Not recommended for wheelchairs.
- Damages caused by exposed high heel shoes.
- Water damage or damp damage or damage caused by excessive sunlight.
- Consequential or incidental damages, such as any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring.
- Any liquid like pet Urine, coffee, or red wine.

X

name

X

signature

X

Date of purchase