



## WARRANTY INFORMATION

The mission of Green Choice Flooring International is to specialize in excellence, not only in our products and customer service, but also in our manufacturing philosophy. Customer satisfaction and confidence in your Green Choice Flooring International product investment are important to us. Our durable products allow us to offer the following warranty.

### **LIFETIME STRUCTURAL WARRANTY:**

Green Choice Flooring International (aka the Manufacturer, in this document) warrants that it will supply replacement flooring planks for any boards with defective bonding or separation within the laminated boards, at no cost to the original end-consumer. The Manufacturer is not responsible for accidental moisture problems due to flooding from a dishwasher, toilet, bathtub overflows, etc. or problems developing from improper humidity level maintenance. Furthermore, the Manufacturer will not be responsible for any costs related to the removal or installation of warranted product.

### **25/5 YEAR PRE-FINISH WARRANTY:**

The Manufacturer warrants that the aluminum oxide finish on our flooring planks will not wear through, crack or separate for 25 years in residential applications from the date of purchase from Green Choice Flooring and in 5 years for commercial applications, subject to the provisions in this document. Moldings are not covered under this warranty. Our installation and maintenance instructions must be followed as a condition of this warranty. This warranty excludes any indentations, scratches, or damage caused by lack of proper maintenance, misuse, excessive heat or excessive dryness, negligence, damaged or spike heeled shoes, pets, insects, vacuum beater bars, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture or appliance legs, wet mopping or failure to follow all the written maintenance recommendations. The Manufacturer cannot be held responsible for damage to newly installed floors by other trades or by the consumer or by conditions beyond the manufacturer's control. Protect floors when moving furniture or when equipment or appliances are left standing on newly installed floors.

Natural floors, due to their nature, are subject to seasonal contraction and expansion. It is the customer's responsibility to provide and maintain necessary humidity levels of 40-60%. A temperature between 65 and 75 degrees Fahrenheit should be maintained prior to, during, and 48 hours after installation. Sub-floor must be dry and within 4% of moisture content of the flooring. In areas where flooring is to be installed,

the sub-floors must be smooth, level, clean, free of contaminants, and dry. You, the end-consumer, shall be responsible for the performance of the sub-floor.

**PRODUCT INSPECTION:**

All flooring boxes must be inspected for damage and defects upon delivery. Any damage, whether concealed or not, must be noted on the LTL freight carrier documents. A written damage report, along with digital photos of the damage must be submitted to the Manufacturer within 7 days of delivery. Any defective flooring should be handled following the warranty provisions detailed above. It is the responsibility of the end-consumer/owner to report damages or defective product and to ensure that the correct product was received before installation begins. The Manufacturer will not be responsible for any costs related to installation of damaged/defective or incorrect product.

THIS WARRANTY WILL BE VOID IF ANY ATTEMPT IS MADE TO REPAIR, REFINISH OR REPLACE THE DEFECTIVE PRODUCT PRIOR TO BEING INSPECTED BY THE MANUFACTURER.

Flooring may be installed over radiant heat systems; however, due to the temperature variances of this heat source, this type of installation is not covered under warranty. Please consult with your radiant heat system manufacturer.

These warranties are applicable to the original end-consumer **only** and are non-transferable.

This warranty does not cover damage or defects resulting from or in any way attributable to:

- Improper storage, handling or installation of the flooring (including improper installation of joist and sub-flooring or improper surface preparation.)
- Abuse, lack of maintenance, neglect, abnormal use or misuse, application of solvents, corrosive or other chemicals on the flooring, color changes, fading or damage due to the sun, excessive pivot and point loads, damaged or spike heeled shoes, unpadded furniture feet, vacuum beater bars, water, damage from sand, pebbles, or other abrasives, or other unintended uses.
- Insect infestation after shipment from point of origin.
- Stains and finishes that are applied after the original shipment.
- Alteration from original manufactured product (including sanding and refinishing or re-staining.)
- Moisture problems (including sub-floor moisture, leaks, rain, wet-mopping, etc.) or excessive dryness or heat.
- Settlement or movement of the structure to which the flooring is attached.
- Variations in color, grain and markings that exist in the flooring when new. (Such variation in flooring products is a natural result of harvesting and varying exposure to sunlight.)
- Installation over radiant floor heating.
- Installation over visible defect (such as an uneven subfloor).
- A relative humidity level that exceeds 60% or drops below 40%.
- Use of floor cleaning machines that apply water to flooring.

To file a claim, please follow this process:

- 1) Contact the Green Choice Flooring retailer, distributor, dealer or representative (Agent) with whom the original purchase was made. They will review the issue and make a recommendation.
- 2) If the Agent is unable to satisfy the claim, please contact Green Choice Flooring International, Inc.'s headquarters at 866-915-1120.

Claims must be filed within the warranty coverage period and information verifying the date of purchase will be requested. Green Choice Flooring reserves the right to have a designated representative inspect the floors and remove samples for technical analysis, if necessary.

This document is the complete and exclusive statement of the Manufacturer's warranty, and is in lieu of all other expressed and/or statutory warranties. No distributor, dealer, installer, agent, salesperson or Green Choice sales representative is authorized to alter the terms or coverage of this warranty. The Manufacturer assumes no liability for incidental or consequential damages. Green Choice Flooring International will not be responsible for any installation or removal costs. No refunds will be issued; as the sole remedy provided herein is to supply replacement planks. Use of improper maintenance products, or improper cleaning methods/ equipment may void warranty. Other exclusions may apply.

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