

Warranty Information

www.thekeyslaminate.com

Warranty

The Manufacturer warrants to the original purchaser that, under normal residential conditions, the wear layer or overlay of The Keys Collection laminate product in the original manufactured/purchased condition will not wear through, crack, fake or peel or delaminate from the structure for 25 years. Warranty applies only to the original purchaser on products installed and used in accordance with the installation instructions. Installer or purchaser must inspect each board for any manufacturing defect, any board or piece installed in the flooring shall be considered as accepted. Regular maintenance as specified in the installation instructions must be followed in order to validate this warranty. The responsibility of “The Manufacturer” is limited, at their discretion, to replacing defective products or refunding the portion of the floor in question as covered under the warranty. Any attempt to repair, refinish or replace the defective product prior to inspection or by written authorization from the Manufacturer will invalidate the warranty. This warranty is not transferable. When making a claim original proof of purchase or a receipt is required. “The Manufacturer” reserves the right to substitute an alternative products of equal value in case the flooring type selected is no longer available.

Warranty Exclusions

“The Manufacturer” warranties do not extend or cover scratches, dents or any noticeable markings or damage caused by improper handling, installation, water damage, flooding, fire, natural disasters or acts of God, furniture, shoes of all types, pets and insects, et cetera. “The Manufacturer” will not warrant any product that is faulty from incorrect installation, neglect, environmental extremes, or improper storage and handling of products. The Sub-floor is the responsibility of the installer. Failure of The Keys Collection laminate product relating to the sub-floor, in any manner, is not the responsibility of the “Manufacturer” and is not covered under the warranty. A defect in the finish wear surface must be easily noticeable and cover an area of 2” square where there is wear through as seen from a standing position. Any variation or reduction in gloss level will not be considered under this warranty. Flooring is made from natural raw materials and as such has cells running parallel with the grain; therefore, all laminate floors will expand and contract with the change of the seasons. The expanding and contracting is not covered under this warranty. It is recommended that the customer maintain a relative humidity level of 40-60% in the home by using a humidifier and / or a dehumidifier to minimize movement of the flooring.

Warranty Inclusions:

Warranty shall include and be limited to, only defects arising from the defective manufacturing, premature surface wear or defects in the wood fiber. Should a valid claim arise all reimbursements, repairs, replacement or compensation is the sole discretion of “The Manufacturer”. Claims will only be administered if the above criteria have been met. Authorization of a claim without “The Manufacturer’s” approval is at the sole discretion of the author. The Manufacturer will not compensate the author without prior written approval.