



## LAMINATE WARRANTY GUIDE

RESIDENTIAL WARRANTY	COMMERCIAL WARRANTY
Lifetime	10 Year Commercial

### LIMITED WARRANTIES

Southwind warrants to the original buyer that the flooring will be free of defects in material and/or workmanship in accordance with the terms of this warranty for as long as the buyer owns the home. Specific warranty requirements and exclusions are listed below. Any questions regarding the warranty information please contact the retailer or Southwind at 1-800-272-2808. The product must be installed according to Southwind's written Installation Instructions available from the retailer or website [www.southwindfloors.com](http://www.southwindfloors.com).

### TERMS AND CONDITIONS

Flooring planks or accessories must be checked carefully for material defects before and during installation under sufficient lighting. Installation of flooring that contains any obvious or visible manufacturing defect is not covered by these limited warranties. Installation indicates acceptance of quality.

These limited warranties do not cover damage to the flooring that occurs during shipment or installation.

Color and gloss differences resulting from product added to an existing installation later are excluded from coverage.

You must keep your proof of purchase, the end carton label that identifies the product and other documents and receipts, such as your installation invoice.

These limited warranties do not apply to flooring that has been subjected to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; damage from rolling casters, improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of flooring; or damage of mechanical nature.



### **WEAR RESISTANCE WARRANTY**

As a result of normal use, the protective layer will not wear through to decorative layer.

#### ***Terms and Conditions***

Gloss change is not considered surface wear.

Surface wear must be visible from 6 feet, measuring at least 1 square inch. Chair pads or mats must be used under caster chairs.

In beveled-edge products, this wear resistance warranty does not include wear along the edges of the planks less than 3/16" (5 mm) from the edge.

### **GENERAL STAIN WARRANTY**

Southwind warrants the original buyer that the flooring will not stain under normal household use. The warranty also covers domesticated pet accidents for the specified duration. The flooring will resist staining from vomit, urine, and feces of domestic pets.

#### ***Terms and Conditions***

This warranty does not apply to stains caused by chemicals, industrial products, inks, paints, dyes, or the misuse of cleaning products.

We do not cover damage from pet urine that has been allowed to dry on the floor.

### **FADE RESISTANCE WARRANTY**

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.

#### ***Terms and Conditions***

Under normal use conditions in a dry indoor setting.



### **WATER/WET WARRANTY**

The flooring system will resist damage from normal topical and household spills and domestic household pet accidents under normal use for the specified duration. The flooring will also withstand moisture from damp or wet mopping.

#### ***Terms and Conditions***

Topical spills refer to normal household substances. All spills should be removed promptly using a clean dry or damp cloth.

Water/Wet Warranty is contingent on proper installation along with proper care and maintenance. Refer to both the installation guide and the care guide.

Complete Water/Wet coverage ***requires the perimeter of the floor to be sealed*** in accordance with the installation instructions. Warranties do not apply to damage if not sealed and do not apply to damage including but not limited to natural disasters, plumbing accidents, leaking appliances, flooding, steam mopping, hydrostatic pressure, or other conditions that result in water or moisture beneath the flooring.

The flooring is not designed to withstand damage from moisture that originates from outside the room where it was installed (from snow, rain or water which enters through an open window or door, etc.)

Consequential damages, including any medical issues related to mold or mildew growth, is not covered by this warranty.

### **LOCKING SYSTEM INTEGRITY WARRANTY**

With proper installation the floor's locking system will remain secure under normal use.

#### ***Terms and Conditions***

Responsibility under this warranty only applies to flooring defects not visible before or during the product's installation.

This warranty only applies to open joints greater than 0.015 inches (1/64" Or 0.381 mm).

**NOTE:** Rental units, leased properties, and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations. These are covered by the limited commercial & light commercial warranty.



**COMMERCIAL WARRANTY**

When installed properly within a light to medium commercial environment, the flooring is warranted against manufacturing defects, wear, fade, and staining in accordance with all previously stated terms and conditions.

***Additional Terms and Conditions for Commercial Warranty***

These commercial warranties apply only in areas listed in the application chart below.

Rolling traffic or heavy traffic is excluded from these warranties. Chair pads **are required** to be used under all rolling desk/office chairs.

**COMMERCIAL APPLICATION CHART**

\*Walk-off mats are **REQUIRED** at all entryways.

<b>Retail</b>	Entryway*, Sales Floor, Showroom, Checkout, Breakroom, Dressing Room, Office, Storage Room
<b>Doctor's Office</b>	Entryway*, Lobby, Waiting Room, Nurse's Station, Office, Breakroom, Storage Room
<b>Restaurants</b>	Entryway*, Lobby, Hallway, Office
<b>Offices</b>	Entryway*, Lobby, Hallway, Office, Conference Room, Meeting Room, Breakroom
<b>Education</b>	Entryway*, Lobby, Hallway, Office, Classroom, Storage Room, Residence Hall, Common Area
<b>Multi-Family Housing</b>	Entryway*, Lobby, Common Area, Hallway, Office, Storage Room, Individual Housing Unit
<b>Hotels</b>	Entryway*, Lobby, Hallway, Guest Room, Conference Room, Meeting Room, Kitchenette, Lounge, Office, Restaurants

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/water exposure. Other than the specific warranty identified above, Southwind provides no additional warranties and does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Southwind is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied.



***Additional limited warranty terms and exclusions:***

These limited warranties apply only to the original buyer and are not transferable.

- These limited warranties apply only to first-quality product purchases made after the edition date of this document.
- These limited warranties do not apply to moldings, underlayment, vapor barrier, or accessories.
- Scratching during and after installation is not covered by these limited warranties.
- Abrasion related conditions such as: scratches, dents, chips, abuse, gouging, and scuffs caused by normal wear and tear.
- The limited warranties do not apply to flooring that has been re-installed in a second location.
- The floor must be installed in a dry, level, climate-controlled environment (temperature range of 64°-86°F (18°-30°C) and humidity range of 35% to 75%).
- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes, or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops, buffers or similar products are not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including damage caused impact, gouging, or cutting.
- Damage caused by events beyond everyday household use is not covered by these limited warranties, including flooding, standing water, leaking pipes, mechanical failures, or appliance leaks.
- Damage caused by rolling loads, casters, or wheelchairs (motorized and non-motorized) office chairs require hard surface chair pads.
- All installations require estimating additional material, due to trimming and culling of material (overages occur). This overage then becomes what is commonly referred to as "Attic Stock". It is recommended the end user keep attic stock in the event their installation requires additional service.
- Noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor.
- Installing over improper surfaces such as: Floors with excessive deflection, soft floors, floating floors, improperly prepared surfaces, carpet etc.
- Failure to adhere to and follow all the instructions for installation, maintenance, incorrect/insufficient maintenance, or any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.



DISCLAIMERS AND HOW STATE LAW MAY RELATE TO THIS WARRANTY MANUFACTURER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER.

Southwind will not review claims unless you purchase the floor from an authorized retailer in the original packaging. To make a warranty claim, contact your retailer or distributor in writing within 30 days after you detect a potential defect. Southwind reserves the right to repair, replace, or refund the original cost of the defective materials. If the product is no longer available, you will be able to choose from our current designs of equal or lesser value. We warrant products that we have repaired or replaced only for the remainder of the original Limited Warranty period. We reserve the right to inspect installed flooring and to remove samples if needed. We may also pay reasonable labor costs to repair or replace any defective product if the floor was professionally installed and a claim is submitted during the warranty period and based upon the proration schedule.

**PRORATION:** Unless otherwise specified, these limited warranties for laminate products are prorated meaning the original warranty value is reduced relative to the length of ownership. For the first three years, regardless of warranty length, the flooring is covered at full value. Beginning in the fourth year, the warranty value decreases by a fraction based on the remaining years. Reasonable labor will be covered on residential & light commercial per proration noted below.



**PRORATION SCHEDULE**

**LIFETIME (MATERIAL)**

1st - 3rd Year	100%	26th Year	20%
4th - 10th Year	85%	27th Year	15%
11th - 13th Year	70%	28th - 29th Year	10%
14th - 17th Year	60%	30th - 33rd Year	5%
18th - 19th Year	50%	End of 33rd Year	0%
20th - 21st Year	45%		
22nd Year	40%	<b>LABOR</b>	
23rd Year	35%	1st - 2nd Year	Up to 100%
24th Year	30%	3rd - 5th Year	Up to 50%
25th Year	25%	6th + Year	No Labor

**10 YEAR (MATERIAL ONLY) COMMERCIAL WARRANTY**

1st Year	100%		
2nd Year	100%		
3rd Year	100%		
4th Year	70%		
5th Year	60%		
6th Year	50%		
7th Year	30%	<b>LABOR</b>	
8th Year	20%	1st - 2nd Year	Up to 100%
9th Year	10%	3rd - 5th Year	Up to 50%
10th Year	10%	6th + Year	No Labor

All instructions and recommendations are based on the most current information available. If you receive a printed copy of these instructions, please refer to [www.southwindfloors.com](http://www.southwindfloors.com) or our technical service line at 800-272-2808 to ensure you have the most up to date version of our installation instructions.