

Warranty for greenearthTM Laminate Floors

What is guaranteed by Golden Field?

1. We guarantee you (the original purchaser) that for the period of warranty indicated on the packaging, the floor will not wear through the décor surface under normal household use when maintained in accordance with our recommended maintenance guidelines. Mere reduction in gloss is not “wear through”.
2. We guarantee you (the original purchaser) that for the period of warranty indicated on the packaging, the floor will not fade from sunlight or artificial light, under normal household use when maintained in accordance with our recommended maintenance guidelines.
3. We guarantee you (the original purchaser) that for the period of warranty indicated on the packaging, the floor will not stain under normal household use when maintained in accordance with our recommended maintenance guidelines.
4. We guarantee you (the original purchaser) that for the period of warranty indicated on the packaging, the floor will resist topical water damage, meaning that the planks will not swell, delaminate or peak at the seams due to topical spills, provided that liquid is quickly cleaned and the floor is allowed to dry.
5. We guarantee you (the original purchaser) that for the period of warranty indicated on the packaging, the floor, in its original manufactured condition; will be free from manufacturing defects.
6. We guarantee you (the original purchaser) that for the period of warranty indicated on the packaging from the date of original purchase, and in a residential indoor setting, your floor will not stain, fade from sunlight or artificial light, will not show wear and will be free from manufacturing defects, when installed and maintained in accordance with our recommended installation and maintenance guidelines. Mere reduction in gloss is not “wear through”.
7. We guarantee our regular (first quality) floors to be free from manufacturing defects. This guarantee is pro-rata based on the amount of the time the floor has been installed. The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used only for indoor areas according to their utility rating. This warranty extends only to the original end user.

What is not covered by Golden Field?

1. Chipping (sharp objects) warping (excessive moisture) or bridging (insufficient expansion spacing).
2. Negligence, improper care and maintenance.
3. Insufficient protection, such as exposure to extreme heat, temperatures, burns, fire, insects or chemical damage.
4. Improper alterations to the original materials.
5. Severe accidents, misuse, or abuse, and natural disaster.
6. Unusual wear and tear such as the result of sand, spike shoes, scratches and other abrasive materials.
7. Improper workmanship, or installations such as installing in wet areas such as bathrooms, steam rooms or any rooms exposed to excessive moisture.
8. Any noise or sound issues related to the floor such as squeaking or hollow sound.

9. Water issues, such as damage from standing water, urine or other corrosive liquids, excessive subsurface penetration or moisture emissions from concrete. Water trapped beneath the floor between subfloor or underlayment. Flooding caused by appliance fault such as but not limited to dishwasher, ice makers, refrigerators, sinks, pipes, hydrostatic pressure, natural disasters or Acts of God.

10. Moldings and/or Accessories are not covered by our warranty.

11. Damage caused by vacuum beater bars and hard or metal caster wheels, we suggest to utilize the wand attachment on your vacuum. We also suggest utilizing the soft wheels that are wide enough to support the load when using rolling casters.

12. Laminate flooring panels installed with any manufacturing defect are not covered by this limited warranty

Disclaimer

- * This warranty is for replacement or refund of the laminate materials only, no labor.
- * This warranty applies only to the original purchaser and proof of purchase is required for all claims.
- * Claims for wear must be shown a minimum of one square inch area.
- * 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 warranty.
- * Any claim under this warranty shall be made by contacting your retailer within thirty (30) days after defect is detected. Proof of purchase with the date of purchase must be presented with the claim.
- * Any such defective materials will be replaced at no additional cost to the customer.
- * Any damage that occurs during shipping is the responsibility of the shipping company.
- * This 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 transferrable, and extends only to the original end customer. 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.
- * Product Warranty is for indoor residential use only.

Disclaimer

- * This limited warranty does not create for or impose upon the manufacturer or its agents, any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose.
- * The manufacturer or its agents, shall not be liable to the customer or any other person for any incidental, special, or consequential damages, and disclaims liability for breach of any other express implied warranties with respect to this product.
- * Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply.
- * This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another.