

RESIDENTIAL 25 YEAR LIMITED WARRANTY AND CONDITIONS

BuildDirect warrants to the original residential purchaser for 25 years from the date of purchase, that:

1. The design layer of the floor will not wear through, fade from normal sunlight or artificial lighting or stain under normal use conditions in a dry indoor residential setting.
2. The floor will be free of manufacturing defects.
3. The floor joints will remain secure under normal use conditions.

BuildDirect Residential Limited Warranty is made subject to the following conditions:

1. The flooring must be installed in accordance with BuildDirect installation instructions. Warranty does not apply if the laminate flooring has not been cleaned, maintained or cared for according to the cleaning and care instructions provided by BuildDirect.
2. BuildDirect warrants its products against manufacturing defects that exist in its products prior to product installation. Flooring installed with known defects is not covered under this warranty. All planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed. Warranty claims can only be accepted if the planks were delivered by the dealer in the original packaging.
3. The surface wear or damage must not be the result of abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service of the product by anyone other than the authorized BuildDirect representative, improper care or maintenance (see care & maintenance instructions), or accidents, such as but not limited to severe impact, scratching, cutting, negligence or chemical damage. Gloss reduction is not surface wear. The surface wear must be readily visible from the distance of 6 feet, measuring at least 1square inch. Wear-through at the edges of the BuildDirect product is excluded from the warranty.
4. The flooring must be installed in a dry, climate controlled, indoor, residential environment.
5. BuildDirect approved accessories must be used to validate water warranty.
6. Moldings and accessories are not covered by this warranty

What happens in the unlikely event you have a claim:

To make a warranty claim, contact BuildDirect. Proof of purchase, including the date of purchase, must be presented to make a claim. This warranty applies only to the original purchaser and is not transferable. If a claim occurs within 25 years following the date of purchase and meets the above conditions, BuildDirect, at its option, will repair, replace, or refund the cost of the defective materials. If the product for which a claim is made is no longer available, the customer shall be able to choose from BuildDirect's current product range of equal value. BuildDirect warrants repaired or replaced products for the remainder of the original warranty period only. BuildDirect reserves the right to inspect the installed planks and to remove samples if needed for analysis. To make a claim under this Warranty, contact BuildDirect within thirty (30) days following the date of discovery or detection of a warranty claim. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. This Warranty, dated January 1, 2008, supersedes all BuildDirect previously issued.

Disclaimer Of Warranty:

Except for the foregoing warranty, BuildDirect 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. In no event will BuildDirect 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. The foregoing 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 BuildDirect.