Warranty Information – TRAFFICMASTER ROCKWOOD OAK

The aforementioned brand of laminate floors are warranted to the original purchaser, from date of purchase, when installed in dry interior residential applications as follows:

- The floors will be free from manufacturer defects.
- The decorative laminate surface will not wear through.
- The floor will not fade due to sunlight or electrical light.
- The floor will not stain.
- Seams will not unlock under normal use conditions.

Residential Warranty

This warranty is a limited Residential Use Warranty and is subject to the following conditions:

- The floor must be installed and maintained in accordance with the instructions that accompanied the product. Installation instructions can also be obtained through The Home Depot or by calling 888.864.4520.
- This warranty does not cover defects caused by improper sub-floor/surface preparation, improper installation, or an improper application (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the subfloor).
- A suitable underlayment must be used for all flooring installations covered by this warranty. For installations on concrete sub-floors, below grade level or in moisture-prone areas, a suitable underlayment with moisture barrier must be used to validate the warranty.
- This warranty does not cover damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided, physical abuse to or misuse of the product, accidents causing scratching, marring, impact dents or cutting, freight damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.
- Surface wear must be visible from a standing position (i.e. cover an area greater than ½ square inch). Gloss or sheen reduction is not surface wear and is not covered by this limited warranty.
- This warranty does not apply to water damage caused by flooding, standing water (water remaining on the surface of the floor for a prolonged period of time), leaking appliances or pipes, pet urine, damage resulting from water underneath the flooring, or other conditions that cause the floor to become saturated with water.
- This warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.
- Planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects are not covered under this warranty.

Warranty Terms

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact customer support at 888.864.4520. Proof of purchase is required.

If a claim under this Warranty is approved, the manufacturer will repair or replace at its option, the affected flooring material. This warranty covers repair and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased. Labor costs related to installation of product containing obvious visual defects are not covered under this warranty. Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty. .

The manufacturer does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. It extends to the original end-consumer.

The manufacturer shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty (including merchantability). This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of the manufacturer.