HOME DECORATORS COLLECTION®

LAMINATED WOOD **LIMITED WARRANTY**

Please keep these important papers regarding your flooring on hand for future reference:

- This warranty
- Original receipt

Retaining these documents ensures that you'll have all the necessary paperwork handy in the unlikely event of a warranty claim. Manufacturer also recommends keeping excess planks from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, visit homedepot.com.

All warranty information in this brochure is effective October 2024.

LIMITED LIFETIME RESIDENTIAL WARRANTY

MANUFACTURING DEFECT WARRANTY

Manufacturer 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.

Terms and Conditions

- This limited warranty only covers the flooring under normal residential use when manufacturer installation and maintenance instructions are followed properly.
- This warranty only applies to inherent defects that were not visible before or during the installation of the flooring.
- Flooring planks or accessories must be checked carefully for material defects before and during installation under sufficient lighting. Installation indicates acceptance of quality.

Exclusions

- These limited warranties do not cover damage to the flooring that occurs during shipment or installation.
- Installation of flooring that contains any obvious or visible manufacturing defect are not covered by these limited warranties.
- Color and gloss differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage.
- 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; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of flooring in a residential environment; or damage of mechanical nature.

WEAR RESISTANCE WARRANTY

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

Terms and Conditions

- Gloss change is not considered surface wear.
- 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.
- Refinishing the flooring voids the wear resistance warranty.
- Wear of the design layer must be readily visible, covering at least one square inch.
- Chair pads or mats must be used under caster chairs.

GENERAL STAIN WARRANTY

Manufacturer warrants to the original buyer that the flooring will not stain under normal household use for the specified duration.

Terms and Conditions

- This warranty does not apply to stains as a result of chemical or industrial products other than recommended cleaning products.
- This warranty excludes pet stains.

FADE RESISTANCE WARRANTY

The flooring will not fade from exposure to sunlight or artificial light for as long as the buyer owns the home.

WET WARRANTY

Waterproof 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

- Damp or wet mop only.
- See General Wet Warranty Terms and Conditions for additional information regarding this Waterproof Flooring System Warranty.

General Wet Warranty Terms and Conditions

Unless otherwise specified, topical spills refer to normal household substances. All spills should be removed promptly using a clean, dry or damp cloth. If additional cleaning is necessary, use manufacturer recommended products and a microfiber cloth.

- These warranties are contingent on proper care and maintenance. Please refer to manufacturer Care and Maintenance section for full instructions.
- These warranties are contingent on proper installation. Please refer to manufacturer Installation Guide for full instructions.
- Complete waterproof coverage requires the perimeter of the floor to be sealed in accordance with the products installation instructions. The Waterproof warranty does not apply to damage at an unsealed perimeter, including but not limited to: leaks, spills, pet urine, wet mopping, or steam mopping.
- If you choose to forgo perimeter sealing and damage occurs in the areas of the floor unassociated with the unsealed perimeter, the damage will remain fully covered by the Waterproof warranty.
- The flooring is not designed to withstand flooding, acts of God, plumbing accidents or leaking appliances (icemakers, dishwashers, clothes washers, etc.). These and other casualty events are not considered topical spills.
- The flooring is not designed to withstand 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 beneath the flooring.
- The flooring is not designed to withstand damage from moisture that originates from outside the room where it was installed.
- Consequential damages, including any medical issues related to mold or mildew growth, are not covered by this warranty.

JOINT INTEGRITY WARRANTY

The flooring joints will remain secure under normal use.

Terms and Conditions

- Responsibility under this warranty only applies to flooring defects that were not visible before or during the installation of the product.
- This warranty only applies to open joints greater than 0.015 inches (0.381 mm).

PET PROTECTION

Pet stain protection covers all pets and all accidents for the specified duration. The flooring will resist staining from vomit, urine and feces of all domestic pets.

LIMITED LIGHT COMMERCIAL WARRANTY

Limited 10-Year Light Commercial Warranty

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

Terms and Conditions

- These commercial warranties apply only to the original purchaser.
- These commercial warranties apply only if used in one of the following areas listed below in the Light Commercial Application Chart.
- Rolling traffic or heavy traffic is excluded from these warranties. Chair pads must be used under all caster wheelchairs.

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, manufacturer provides no additional warranties and manufacturer 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. Manufacturer is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied.

Commercial Application Chart

Retail	Offices	Multi-family Housing	Doctor's Office
Entryway*	Entryway*	Entryway*	Entryway*
Sales Floor	Lobby	Lobby	Lobby
Showroom	Hallway	Common Area	Waiting Room
Checkout	Office	Hallway	Hallway
Breakroom	Conference Room	Office	Nurse's Station
Dressing Room	Meeting Room	Storage Room	Office
Office	Breakroom	Individual Housing Unit	Breakroom
Storage Room			Storage Room

*Walk-off mats are required at all entryways.

Education	Hotels	Restaurants	
Entryway*	Entryway*	Entryway*	
Lobby	Lobby	Lobby	
Hallway	Hallway	Hallway	
Office	Guest Room	Office	
Classroom	Conference Room		
Storage Room	Meeting Room		
Residence Hall	Kitchenette		
Common Area	Lounge		
	Office		
	Restaurants		

*Walk-off mats are required at all entryways.

GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions:

- These limited warranties apply only to the person stated as the buyer on the purchase document(s).
- 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.
- The product must be properly installed according to manufacturer written Installation Instructions, available on homedepot.com.
- Flooring installed with visible defects is not covered by these limited warranties.
- These limited warranties do not apply to flooring that has been re-installed in a second location.
- The product must be installed in an indoor, continuously climate-controlled private residence or light commercial environment.
- Damage that occurs during shipment or installation is not covered.

The flooring must be maintained in accordance with manufacturer's written Care and Maintenance section for full instructions.

- 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 is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including but not limited to damage caused by impact, gouging or cutting.
- Scratching during and after installation is not covered by these limited warranties.

The flooring is designed for normal residential or light commercial use.

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
- These limited warranties do not apply to product that has been put 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; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood floor in a residential environment; or damage of mechanical nature.

CARE AND MAINTENANCE

Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring. For full details, refer to the Care and Maintenance Guide, available on homedepot.com.

PREVENTATIVE MAINTENANCE

Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.
- They should be constructed of an absorbent fiber with a breathable, non-staining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor.

Furniture

- Use non-staining felt or plastic floor protectors at least one inch in diameter under furniture and covering the part resting on the floor.
- Chair casters should be rubber, not plastic or metal.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes or shoes in need of repair.
- Routinely clean vacuum wheels, brush and head, and periodically inspect for foreign objects.
- Close window treatments during hours of direct sunlight and minimize excessive lighting whenever possible to protect floor.
- Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

ROUTINE CARE

The amount of daily usage will determine how often cleaning is required.

Day to Day Cleaning

- Dust mop, sweep and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- WARNING: Vacuums with beater bar or power rotary brush head should never be used on wood flooring.

- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.

Occasional Cleaning

- Never wet mop wood products unless covered by Waterproof Warranty. If flooring product allows, occasionally wet mop with water only, using a well wrung-out mop
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.
- Never steam mop laminate products.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.

Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.
- Mist a clean microfiber cloth and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spot Removal

- Immediately use a microfiber cloth and rub the area, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, or other household products to clean the floor.
- Vacuums with beater bar or power rotary brush head should never be used on wood flooring.
- Never use power scrubbers to clean the floor.

PRORATION OF WARRANTIES

Unless otherwise specified, these limited warranties for laminate flooring 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 is decreased by a fraction based on the remaining years.

LIFETIME WARRANTY

Proration of lifetime warranties is based on an industry standard of 33-year lifespan for laminate flooring.

POINT IN WARRANTY PERIOD	COVERAGE	POINT IN WARRANTY PERIOD	COVERAGE
Years 1-3	100%	Year 19	47%
Year 4	96%	Year 20	44%
Year 5	93%	Year 21	40%
Year 6	90%	Year 22	36%
Year 7	87%	Year 23	33%
Year 8	84%	Year 24	30%
Year 9	80%	Year 25	27%
Year 10	77%	Year 26	23%
Year 11	74%	Year 27	20%
Year 12	70%	Year 28	17%
Year 13	67%	Year 29	14%
Year 14	64%	Year 30	10%
Year 15	60%	Year 31	7%
Year 16	57%	Year 32	4%
Year 17	53%	Year 33*	0%
Year 18	50%		

*End of 33rd year

10 YEAR WARRANTY

POINT IN WARRANTY PERIOD	COVERAGE
Years 1-3	100%
Year 4	86%
Year 5	72%
Year 6	57%
Year 7	43%
Year 8	28%
Year 9	14%
Year 10***	0%

***End of 10th year

FILING A CLAIM

Our product is engineered to provide years of durable service. In the unlikely event of a claim, notify the retailer in writing. To qualify for repair or replacement, the buyer must provide the original dated sales receipt or other documentation to demonstrate proof of purchase. The following terms and conditions will apply.

Visual Defects

- For visual defects, the owner or installer has up to 30 days from the time of installation when a visual defect is identified to file a claim with The Home Depot.
- The Home Depot must be informed in writing of visual defects within 30 days. After this time has elapsed, no further complaints will be accepted.

All Other Defects

For all other defects not visible at the time of installation, claims may be made at any time during the stated duration of the warranty.

Replacement or Repairs

At its option, manufacturer will repair or replace any defective planks during the specified warranty period.

- Terms of these warranties will be dependent on original date of purchase.
- Upon approval of the warranty claim, manufacturer will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with manufacturer instructions within ninety (90) days after the claim is approved, or all rights under the limited warranty will be deemed waived.
- If the product design for which a claim is made is no longer available, manufacturer will replace the affected floor materials with another design of equal or greater value at manufacturer's discretion.
- If manufacturer, in its sole discretion, determines that such repair or replacement is not reasonably achievable, manufacturer may choose to refund the purchase price of the affected flooring.
- At its option, manufacturer will cover reasonable labor costs for replacement of repairs if the original product was professionally installed.
- The above remedies are the sole and exclusive remedies for claims on all products. There will be no other form of compensation
- These limited warranties offer specific legal rights, which may vary from state to state.
- Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, manufacturer will cover reasonable labor costs of any defective product

NO IMPLIED WARRANTIES/ SPECIAL DAMAGES

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

MANUFACTURER SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of manufacturer responsibilities.

CONTACT INFORMATION

For further information or questions regarding these limited warranties, please contact The Home Depot. Additional questions can be directed to our technical services at 1-888-387-9881.