

# WSL Home™ Limited Warranty

## Lifetime Residential / 30 Year Commercial



### LIMITED LIFETIME RESIDENTIAL WARRANTY

WSL Home warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through\*, stain or fade from sunlight or artificial light throughout the life of the product when used under normal residential traffic conditions.

\*Wear through is defined as total loss of pattern in a minimum of 2 square inch area readily visible from a distance of 6 feet. Scratches and loss of gloss are not considered as wear through. If the product wears through, stains or fades, WSL Home will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, WSL Home will replace the defective material with a WSL Home floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

### LIMITED 30 YEAR COMMERCIAL WARRANTY

WSL Home warrants to the original purchaser that the design layer will not wear through\*, stain or fade from normal sunlight or artificial lighting or stain under normal use conditions in a light commercial setting.

Appropriate commercial settings include professional offices and other businesses that do not require daily wet mopping and/or cleaning with harsh chemicals as well as businesses that do not require machinery or other heavy objects to be placed or moved across the floor.

\*Wear through is defined as total loss of pattern in a minimum of 2 square inch area, readily visible from a distance of 6 feet. Scratches and loss of gloss are not considered as wear through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended. If the product wears through, stains or fades, WSL Home will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, WSL Home will replace the defective material with a WSL Home floor of equal value.

### PET PROOF WARRANTY

WSL Home warrants to the original residential purchaser that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

### GOUGE PROOF WARRANTY

WSL Home warrants to the original residential purchaser that the surface of the floor will not gouge\*\* when used under normal residential traffic conditions. If the product gouges, WSL Home will at its option replace or refund the portion of the floor in question as covered under this warranty.

\*\*Gouge is defined as a tear in the decorative and protective surface layer, at least 5 mm wide and readily visible from a distance of 6 feet. Mechanical damage at the edge of a plank is not considered as gouge.

### DENT PROOF WARRANTY

WSL Home warrants to the original residential purchaser that the surface of the floor will not dent deeper than 1/32" when used under normal residential conditions. If the product dents deeper than 1/32", WSL Home will at its option replace or refund the portion of the floor in question as covered under this warranty.

### WATERPROOF WARRANTY

WSL Home warrants to the original residential purchaser that the surface of the floor is water proof and the planks will not swell significantly from exposure to water due to wet mopping and everyday household spills. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty does not cover flooding, excessive moisture from hydrostatic pressure, water underneath the flooring, or excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks or pipes.

### EXTREME SCRATCH RESISTANCE WARRANTY

WSL Home warrants to the original residential purchaser that the surface of the floor will not scratch\*\*\* when used under normal residential traffic conditions. We do not cover scratches or marks that continue across multiple planks or damage from improperly fitting doors. If the product scratches, WSL Home will at its option replace or refund the portion of the floor in question as covered under this warranty.

\*\*\*Scratch is defined as a single line loss of design layer at least 3 inches in length within a 6 square inch area, readily visible under ordinary household lighting conditions from a distance of 6 feet.

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### WARRANTY EXCLUSIONS

The owner/installer must inspect the color, finish and quality of the flooring prior to installation. WSL Home is not responsible for labor costs incurred for flooring installed with visible defects. Isolated floor squeaks are not a defect and are not covered under warranty. This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning care or maintenance contrary to written instructions provided by WSL Home, physical abuse or misuse, accidents causing impact, cutting, freight damage, alteration, or any wear or damage caused by acts of God.

This warranty does not apply if product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of WSL Home, including, but not limited to, exterior applications, unstable/improper subfloors, areas exposed to excessive topical and ground moisture. Protective pads should be used under furniture legs, and mats should be used under any chairs with rolling casters. Pet urine must be wiped up and not allowed to dry.

For the Limited Lifetime Residential warranty, if a claim is made and approved after 1 year of purchase, WSL Home will pay a prorated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 50 years. For example, if the claim is made 30 years after the original purchase, then WSL Home will pay 60% (30/50th) of the material. If the claim is made 50 years or more after the purchase, WSL Home will provide you, the original purchaser, with a 5% discount on material only on your next purchase of a WSL Home laminate flooring product. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

For the Limited 30 Year Commercial warranty, if a claim is made and approved after 1 year of purchase, WSL Home will pay a prorated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 30 years. For example, if the claim is made 5 years after the original purchase, then WSL Home will pay 75% (15/20th) of the material. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months.

WSL Home excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

WSL Home assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. WSL Home reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. No installer, retailer, agent or employee of WSL Home has the authority to increase or alter the obligations or limitations of this warranty.

For the Limited 30 Year Commercial warranty, we warrant to the original purchaser that the design layer will not stain, wear through or fade from normal sunlight or artificial lighting or stain under normal use conditions in a light commercial setting. Appropriate commercial settings include professional offices and other businesses that do not require daily wet mopping and/or cleaning with harsh chemicals as well as businesses that do not require machinery or other heavy objects to be placed or moved across the floor. Examples of commercial settings that may be suitable for WSL Home flooring include legal offices, jewelry stores, art galleries, counseling offices, and gift stores/boutiques. Medical examination rooms, public restrooms and bars/pubs would not be suitable locations for WSL Home flooring and would be excluded from this warranty. Except as otherwise stated in this specific paragraph, this limited commercial warranty includes the above conditions listed in the limited residential warranty.

### FOR WARRANTY SERVICE

To make a claim, you may:

Contact your WSL Home retailer no later than 30 days after the discovery of the defect. Proof of purchase is required. Your retailer will assist in coordinating a resolution of your claim; or Contract a certified independent flooring inspector. The inspector should submit a copy of the inspection report directly to your WSL Home retailer for consideration. Note that while independent inspections are credible and usually reliable, the final decision rests solely with WSL Home. Only certified inspectors approved in writing, in advance by WSL Home will be considered.