




## 25 Years Residential Warranty


**Parkay Floors®** warrants that, from the date of original purchase and for the Warranty Period defined above, our laminate floors:


-  Will not stain
-  Will not wear through
-  Will not fade as a result of direct sunlight or artificial light


The owner of the property where the defective product is installed shall notify **Parkay Floors®** in writing or by email, of any defective product within the warranty period and, upon confirmation by an authorized **Parkay Floors®** representative of the defective product, **Parkay Floors®** sole responsibility shall be, at its option, to either replace the defective product or refund the portion of the purchase price paid for the defective product (not including the cost of its initial installation).


To qualify for any repair or replacement, customers will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.


### Terms and Conditions


 This warranty applies only to the first owner and the first installation of the product and may not be transferred. The “first owner” is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality **Parkay ®** brand product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.


 This product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. Does not include, in beveled-edge products, wear along the edges of the panels less than 3/16” (5mm) from the edge. **Parkay ®** will repair or replace the product, at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of **Parkay ®** Laminate floors. If the product was originally installed by a licensed and insured professional, **Parkay ®** will cover reasonable labor costs. **Parkay ®** can never be held liable and is not responsible for any secondary damages.


 Should the original floor be discontinued, **Parkay ®** will replace the defective material with a **Parkay ®** 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.


 Only **Parkay**® Laminate sold as first quality from **Parkay**® is covered in these warranty. The owner / installer must inspect the color, finish and quality of the flooring prior to installation. We recommend using the approved **Parkay**® accessories as they have been specifically designed and tested for use with **Parkay**® flooring planks. The use of accessories other than **Parkay**® accessories might cause damage to the **Parkay**® floor. In such cases, the warranty provided by **Parkay**® will be voided. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. These instructions are located inside 1 out of every 3 flooring cartons or in each individual accessory package. If the instructions are not there, they should be requested from the distributor or retailer. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this residential warranty must be provided to the end user by the installer.


 This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, excessive cleaning, care or maintenance contrary to written instructions provided by **Parkay**®. This warranty does not cover damage caused by physical abuse or misuse, accidents causing indentation, scratching, 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 by **Parkay**® including, but not limited to, exterior applications, unstable / improper subfloors, areas exposed to excessive topical and/or ground moisture.


 Under no circumstances can **Parkay**® be held responsible for damage, loss of time, inconvenience, expenses or costs caused by or resulting directly or indirectly from a problem about which a claim has been or may be made here under. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least 1.40 square centimeter or 0.5 square inch.


 The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels, an adequate protective mat or protective castor cups must be put under this furniture.


 A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring.


 This warranty does not apply to damage from exposure to extreme heat, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas, in extremely dry areas or areas where there are extremely high temperatures (such as saunas or swimming pool areas).

 This warranty excludes damage caused by water, natural disasters (i.e. floods), naturally occurring conditions/accidents (i.e. appliance and plumbing failures), urine or standing water.


 This warranty excludes damage caused by water or moisture trapped beneath the floor due to improper sub-flooring or underlayment including but not limited to damage from 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 being below the floor.


 This warranty excludes damage caused by moisture left on the floor (or on or around the skirting boards, wall base or profiles), cleaning that is too wet and/or the use of inappropriate cleaning products. Prolonged water exposure could damage your laminate flooring.


 Flooring planks or accessories must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The distributor or retailer must be informed in writing or by email of such defects within 15 days of finding. After this time has elapsed, no further complaints will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty repairs are excluded from coverage.


 This warranty will only cover product installed indoor and under normal residential living conditions.

**Parkay ® OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN.** Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

 No unauthorized person, fabricator, installer, agent or employee of Parkay ® is entitled to assume any liability on behalf of Parkay ® relating to the sale of this product or has the authority to increase or alter the obligations or limitations of this warranty.

 The general warranty is pro rata (25 years for flooring). A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The **Parkay ®** original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 30 years for the general warranty for flooring accessories. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a claim is made is no longer available, the customer will be able to choose a **Parkay ®** product of equal value from the current product range.

 If there is a conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

 Keep in mind that a claim might take up to 90 days to process, from the date **Parkay ®** is contacted.

#### **To process a claim:**

1. Contact your **Parkay ®** dealer no later than 15 days after the discovery of the defect. Your dealer will arrange for proper inspection and coordinate resolution of your claim.
2. Contact **Parkay ®** directly, by going into our website at [WWW.PARKAYFLOORS.COM](http://WWW.PARKAYFLOORS.COM) or calling us to our toll free number **1855-5- PARKAY**
3. You can also contact an NWFA certified independent inspector (<http://www.nwfa.org/cp-inspector.aspx>). The inspector will submit a copy of the inspection report directly to **Parkay ®** for consideration. Should a warranty claim be approved by **Parkay ®**. You will be reimbursed for the inspection services up to \$150. Note that while independent inspections are credible and usually reliable, the final decision rests solely with **Parkay ®**. Only **NWFA** inspectors or other certified flooring inspectors approved in writing, in advance, by **Parkay ®** will be considered.