



"Your Satisfaction, Our Success!"

Richwood 25 Years Limited Warranty

Richwood Laminate 25 years Limited Warranty includes: coverage of defects in material and/or workmanship that are related to staining, fading, wear, joint integrity, and moisture repellant during normal usage.

- **Staining Guarantee:** Richwood Laminate will resist staining.
- **Fading Guarantee:** Richwood Laminate will resist fading from sunlight and artificial light exposures.
- **Wear Guarantee:** Richwood Laminate will not be worn out through the design layer by normal usage.
- **Joint Integrity Guarantee:** Richwood Laminate Uniclic® Locking System will not fail with correct usage.
- **Moisture Repellant Guarantee:** Richwood Laminate will resist normal water damages.

General Terms and Conditions for Richwood Warranty

In addition to the basic requirements for each warranty, the following general terms and conditions also apply. Please contact us with any questions.

1. The warranty applies only to the first time purchaser and the first time installation of the product. The "first time purchaser" is the buyer on the purchasing documents. The warranty does not apply to "As Is" liquidation products.
2. This warranty only applies to defects inherent to the material acknowledged by the manufacturer. Including the delamination or reduced resistance of the wear layer, but does not include wear along the edges of the panels less than 7mm from the edge. Richwood will repair or replace the product with current product range. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects that were not visible before or during the initial installation of the laminate floor. Richwood can never be held liable or responsible for any secondary damage.
3. This warranty only applies to first quality Richwood brand product installed according to the manufacturer's recommended installation instructions. We recommend using the Richwood accessories as they have been specifically designed and tested for the use of Richwood Laminate floor panels. The use of other accessories might cause damage to Richwood Laminate. In such cases, the Richwood Warranty will be void. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed.

4. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. 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, and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to, damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. 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.
5. 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.
6. This warranty does not apply to damage from exposure to extreme heat, dryness, water saturation 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).
7. This warranty excludes damage caused by water, including but not limited to natural disasters (i.e. floods), naturally occurring conditions/accidents (i.e. appliance and plumbing failures), urine or standing water (water that remains on the floor longer than 30 minutes). The water resistance warranty does not apply to products that are less than 8mm thick and does not apply to bevelled edge products when used in bathrooms.
8. 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.
9. 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.
10. Flooring panels 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 of such defects within 15 days. 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.



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11. Under no circumstances will Richwood Flooring be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
12. The general warranty, Uniclic® warranty period is pro rata 33 years for flooring and 25 years for accessories. 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 Richwood Laminate’s 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 33 years for the general warranty for flooring, 25 years for accessories and/or 33 years on the integrity of the Uniclic® joint. 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 Richwood product of equal value from the current product range.
13. 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.

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

For your records, fill in the following information and keep in a safe place with your original documentation.

Retailer name _____

Retailer address _____

Retailer phone number _____

Purchase date _____

Product name _____