

25 Year Residential Warranty



ENGINEERED FLOORING

2017

Engineered Flooring

Limited Residential Warranty

Eternity warrants that for the applicable warranty period*, your Eternity Engineered Floor will be free from manufacturing defects, will not delaminate when properly installed, or wear through under normal household conditions** when maintained in strict accordance with our Engineered maintenance and installation guides.

*The applicable warranty period is 25 years from the date of original purchase.

**Normal household conditions means those daily activities commonly associated with residential use.

What Eternity will do should you need warranty service

If you make a claim and follow our service procedures within the first year after the date of purchase:

Eternity will provide materials to either repair or replace the defective area of the floor at our option. If the floor was professionally installed, Eternity will cover reasonable labor costs to replace or repair the defective area of your floor.

If you make a claim after the first year after date of purchase and before the end of the limited warranty period:

Eternity will provide or pay a percentage of the reasonable material costs if the floor was professionally installed for repair or replacement at our option of the warranted product. This percentage is pro-rated and will be based on the number of years from the date of purchase and the remaining warranty period of the product.

Note: Any repair or replacement is limited to colors and styles available at the time of repair/replacement. If the original item is no longer available, we reserve the right to substitute another SKU of similar value and structure

Limited Warranty Conditions

- Proof of purchase is necessary to verify all warranty claims
- The damage to the product must be evident, measuring the size of a dime and must not be the result of abusive, abnormal conditions or accidents.
- This warranty applies to only the original purchaser and the original installation site and is not transferrable. This warranty only applies to first quality Eternity brand product purchase made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
- This warranty applies only to products installed indoors
- Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor.
- This warranty applies only to Eternity brand product installed according to the manufacturer's recommended installation instructions. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed.
- Eternity Flooring or the retailer must be informed of the defect in writing within 7 days. Complaints after 7 days will not be accepted. Color and gloss issues resulting from adding material at a later date from non-warranty repairs are excluded from coverage.

- Eternity Flooring will not be responsible for any loss of time, inconvenience expenses, costs or consequential damages caused by or resulting directly or indirectly from a problem about which the claim was made.

Limited Warranty Exclusions

This warranty **does not** cover the following:

- Conditions caused by installations not in accordance with the Eternity installation guide, inadequate subfloor, use of improper adhesives, or improper subfloor preparation.
- Misuse, accidents, or abuse (ex: dragging heavy objects across the floor without proper protection)
- Conditions caused by improper care and/or maintenance (see our engineered maintenance guide for details). Some examples of conditions **not** covered are:
 - Loss of gloss or buildup of dulling film due to lack of or improper maintenance.
 - Scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, pets, spiked heels, or other objects.
 - Damage caused by chemicals, burns, fires and other accidents
- Failure to support furniture with non-staining floor protectors. Protectors must be the same diameter of the object and rest flat on the floor.
- Insufficient protection from pebbles, sand, and other abrasives
- Conditions caused by Installations not in accordance with the Eternity Installation guide, inadequate subflooring, or improper subfloor preparation
- Construction related damage
- Damage due to fluids of any source or type including but not limited to pets, appliance malfunctions, or natural disasters. This also excludes damages caused by water or moisture trapped beneath the floor due to an improper sub floor or underlayment without a moisture barrier.
- Panels installed with visual defects. Flooring must be checked for defects before installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances.
- Any noise or sound issues related to the floor (ex: squeaking, hollow sound, etc.)
- Damage caused by insects
- Fading or discoloration from heat or sunlight
- Natural variations of color, tone, and graining as well as variations of color, shade or texture of the panels you purchase from those shown on samples or photographs
- Damage from extreme heat, dryness, moisture of any kind. Dramatic variations in humidity may result in small cracks in the planks which may affect your floors finish. This occurrence known as “checking” is not covered. You must maintain the temperature 60F-80F and humidity 35%-50% in your home.
- Eternity Flooring does NOT warranty our product to be installed in bathrooms or saunas.
- The Limited Warranty does not cover use of two different locking systems. Locking systems change from time to time and it is the purchaser’s responsibility to notify us of a continuous job that requires a certain lot number.