



WARRANTY GUIDE

WATER RESISTANT LAMINATE

Thank you for choosing Woden Flooring! Woden Flooring Laminate are covered by a 20-year limited residential warranty or a 10-year limited light commercial warranty, from the original date of purchase, and this warranty applies only to the original end user. These warranties are valid only when installed and maintained in accordance with Woden Flooring's recommended installation, and maintenance guidelines, as well as usage under normal household/office conditions in a dry enclosed residential/commercial building.

Subjective and personal preferences are not considered defective. It is the responsibility of both the purchaser and the installer to ensure products meet expectations prior to and during installation, as they are considered accepted once installed. Woden Flooring strongly recommends that our Laminate floors are installed by professional and experienced installers, errors or damage that often arise because of negligence or poor quality of installation are not covered by this warranty.

GENERAL WARRANTY

- 1. Standing Water Resistance: The structural integrity of this product will remain unaffected by standing water on the surface for up to 72 hours during the warranty period.*
- 2. Decorative Wear Layer: During the warranty period, the decorative wear layer will not wear through the surface of the boards. Wear-through is defined as visible wear covering at least 2 square centimeters, observable from a standing position. Gloss reduction is not considered wear.*
- 3. Fade Resistance: The flooring will not noticeably fade due to exposure to sunlight or artificial light sources during the warranty period.*
- 4. Stain Resistance: The flooring will not stain during the warranty period from exposure to household products, including food, beverages, and appropriate cleaning products.*
- 5. Gapping: Woden joint locking systems are engineered to minimize and reduce gapping. During the warranty period, the flooring will not gap by more than 0.2mm, even with seasonal fluctuations in natural materials.*

CONDITIONS & EXCLUSIONS

- 1. Installation and Maintenance: The warranty is valid only if proper installation and maintenance guidelines are followed.*
- 2. Non-Transferability: The warranty is non-transferable and applies solely to the original purchaser.*
- 3. Inspection Prior to Installation: Boards must be inspected before installation. Any noticeable defects must be reported before installation, as the warranty does not cover issues resulting from the installation of visibly defective boards.*
- 4. Excluded Damages: The warranty does not cover damages or discoloration resulting from:*
 - Exposure to strong detergents, chemicals, paints, dyes, fertilizers, latex or rubber mats.*
 - Rubber pads, wheels, tires, or rollers causing discoloration.*
 - Dragging heavy objects (e.g., furniture) across the floor, even when using floor protection.*
 - Accidents.*
 - Pet claws, teeth, or urine.*
 - Misuse or improper use, such as:*
 - Furniture with casters.*
 - Rotating beater bars on vacuum cleaners.*
 - Burns, cuts, or impacts from heavy/sharp objects.*
 - Narrow or stiletto heels, cleats, or unprotected furniture legs.*
 - Appliance or plumbing leaks.*
 - Construction-related damage caused by other trades.*
 - Hydrostatic pressure*



DISCLAIMERS

Failure to adhere to proper installation and maintenance procedures may void all or part of the warranty.

If the product does not perform as specified under the warranty, the manufacturer reserves the right to inspect the product.

Should the product be determined defective, the manufacturer may choose to repair or replace the affected area with a product of the same color, design, and grade, if available. If the original product is unavailable, the manufacturer will offer a selection of equivalent materials for the customer to choose from.

If repair or replacement is warranted, the affected rooms or areas must be cleared of all furniture, appliances, and other items prior to service. Reasonable labor costs may be considered if the flooring was professionally installed.

This warranty does not cover additional claims, such as:

- *Loss of profit.*
- *Costs for moving or storing furniture, appliances, or valuables.*
- *Expenses for hotel accommodations or meals.*

CLAIM PROCEDURES

To make a claim, please contact the Woden Flooring's dealer where you purchased your material. Once the dealer verifies the claim, Woden Flooring will follow up with a preliminary investigation and determine the validation of this claim.

If an acceptable resolution is not possible through an on-site visit, Woden Flooring reserves the right to have a third-party inspector to investigate the claim further.