



Residential Warranty Guide

Laminate Flooring



RESILIENT DESIGN

Limited Lifetime Residential Warranty

IVC Laminate Wood flooring comes with and is subject to the terms of this Limited Lifetime Residential Warranty. This Limited Lifetime Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, wear and moisture resistance during normal residential use when written installation and maintenance instructions are followed. In addition, the IVC Balterio 12mm laminate wood flooring is backed with a Limited Lifetime Moisture Resistance Warranty.

Joint Integrity: The locking system will remain connected and preserved.

Stain Resistance: IVC Laminate Wood flooring will resist staining.

Wear Resistance: IVC Laminate Wood flooring wear layer will not wear through the design layer.

Water Resistance: IVC Balterio 12mm Laminate Wood flooring will resist moisture damage from everyday household spills for up to 30 minutes under normal use.

General Terms and Conditions for Laminate Warranties.

IVC Laminate Wood flooring and accessories carry the specific warranties listed above which are subject to the following general terms and conditions:

1. This warranty applies only to the person stated as the buyer on the purchase document(s). This warranty applies only to first quality IVC brand product purchases made after the edition date of this warranty when the product is installed in an indoor, climate controlled private residence and according to IVC's written installation instructions. The instructions may be viewed at ivcgroup.us.com. Product must be maintained in accordance with IVC's written instructions.
2. This warranty only applies to defects inherent to the material supplied. It includes the delamination or reduced resistance of the wear layer, but does not include, in beveled-edge products, wear along the edges of the planks less than 3/16" (5mm) from the edge. The joint integrity warranty only applies to open joints greater than 0.01 inches (0.2mm). IVC will repair or replace the area of defective 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. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, IVC will cover reasonable labor costs for any defect product.
3. This warranty does not cover damage to the product caused by installation errors. 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 of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty repairs are excluded from coverage.
4. 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.
5. This warranty does not apply to product that has been put to abnormal use or conditions or abused in any way, which includes, but is not limited to, moisture 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; damage from use of the flooring that is unreasonable considering the normal and expected uses of a laminate wood floor in a residential environment; damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting; 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; damage caused by moisture left on the floor for more than 30 minutes or around the wall base, transitions, and trims. The Water Resistant warranty does not apply to damage caused by events beyond everyday household spills including, but not limited to, flooding, standing water, leaking pipes, mechanical failures, appliance leaks or urine. The damage to the product must be evident, measuring, per product unit (plank, accessory, etc.) at least 1.40 square centimeter or 0.5 square inch.



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6. 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. Scratching during and after installation is not covered. Gloss reduction is not surface wear. 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.
7. 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).
8. Pro Ration of Warranty Period. The Limited Lifetime Residential warranty period is prorated for flooring and accessories. A prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows:

Material Proration



1st Year 100%, 2nd Year 100%,
3rd Year 100%, 4th Year 100%,
5th Year 100%, 6th Year 90%
7th Year 90%, 8th Year 90%
9th Year 90%, 10th Year 80%,

11th Year 70%, 12th Year 70%,
13th Year 60%, 14th Year 50%
15th Year 40%, 16th Year 30%
17th Year 25%, 18th Year 20%
19th Year 15% and 20th Year plus 10%

NO IMPLIED WARRANTIES/SPECIAL DAMAGES

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not set out in writing. **IVC SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY.** **PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. Except for these rights, the remedies provided under these warranties state the entire limit of IVC's responsibilities.

For service under this warranty please contact your local IVC retailer. Describe the problem and in many cases, the retailer can provide you with a solution.

For installation, maintenance and technical questions please call 888-387-9881, option 3.
North America: IVC • 160 South Industrial Blvd. • Calhoun, GA 30701 ivcgroup.us.com