



Flooring Alpha Laminate Flooring Limited Warranty & Liability Disclaimer

By purchasing, installing, or using **laminate flooring products** distributed by **Flooring Alpha** (“the Company”), the purchaser (“Customer”) acknowledges, accepts, and agrees to all terms of this Limited Warranty and Liability Disclaimer.

1. Limited Residential Warranty

Flooring Alpha warrants to the original residential purchaser that the Product will be free from manufacturing defects in material and workmanship under normal residential use for 15 years from the original date of purchase.

This warranty applies only to owner-occupied residential installations.

This warranty is non-transferable.

2. What Is Covered

Subject to all conditions herein, this warranty covers:

- Manufacturing defects
- Surface wear-through (wear layer worn completely through to decorative layer)
- Delamination of plies
- Joint separation caused solely by manufacturing defect

If a defect is verified, Flooring Alpha will, at its sole discretion:

- Repair the affected material, OR

- Replace the defective planks, OR
- Refund a prorated portion of the original purchase price

This warranty covers material only.

Labor, removal, installation, reinstallation, freight, and associated costs are not covered.

3. Prorated Coverage Schedule

- Years 1–5: 100% material replacement value
- Years 6–10: 50% material replacement value
- Years 11–15: 25% material replacement value

Compensation is limited to the original purchase price of the defective material only.

4. Mandatory Installation Requirements

Laminate flooring performance depends heavily on proper installation.

To maintain warranty coverage:

- Installation must strictly follow Flooring Alpha written installation guidelines
- Subfloor must be flat within 3/16" over 10 feet
- Moisture testing must be performed and documented prior to installation
- Concrete moisture levels must be within manufacturer limits
- Approved underlayment and vapor barrier must be used
- Proper expansion gaps must be maintained at all walls and fixed objects
- Product must acclimate for a minimum of 48 hours
- Installation must occur in climate-controlled interior environments only

Failure to meet any installation requirement voids this warranty.

Claims for visible defects must be made prior to installation. Installed product is considered accepted.

5. Environmental & Moisture Conditions

Laminate flooring contains a wood-based core and is susceptible to moisture-related expansion.

The Product must be maintained within:

- Temperature: 60°F – 85°F
- Relative Humidity: 35% – 65%

Exposure to excessive moisture, humidity fluctuations, or water intrusion voids this warranty.

6. Warranty Exclusions

This warranty does not cover:

- Commercial or rental property installations
- Water damage, flooding, plumbing leaks, appliance leaks
- Standing water or liquid exposure
- Wet mopping or steam mopping
- Subfloor moisture issues
- Improper installation or inadequate expansion gaps
- Improper subfloor preparation
- Damage from furniture without protective pads
- Rolling chair damage without protective mats
- Pet damage
- Surface scratches, dents, or impact damage
- Normal wear and tear
- Sunlight fading
- Improper cleaning or unapproved chemicals
- Mold or mildew
- Acts of God
- Third-party materials not supplied by Flooring Alpha

This product is water-resistant, not waterproof.

7. Customer Responsibilities

The Customer is solely responsible for:

- Inspecting all material before installation
- Ensuring proper jobsite and subfloor conditions
- Retaining proof of purchase
- Maintaining interior climate control
- Protecting the floor from excessive moisture
- Using proper furniture protection

Flooring Alpha assumes no responsibility for installer workmanship or jobsite conditions.

8. Warranty Claim Process

To initiate a warranty claim.

1. Contact Flooring Alpha Customer Service:
Phone: [832-206-0356](tel:832-206-0356)
Email: support@flooringalpha.com
2. Provide **proof of purchase**
3. Provide a **detailed description of the issue**
4. Submit **photos or video** of the defect
5. Provide any **additional documentation** requested by Flooring Alpha

Flooring Alpha reserves the right to inspect the installation prior to claim approval.

9. Limitation of Liability

Flooring Alpha's liability is limited strictly to the original purchase price of the defective material.

Flooring Alpha shall not be liable for labor costs, removal costs, installation costs, freight, loss of use, property damage, subfloor damage, lost profits, or any incidental or consequential damages.

This warranty provides the exclusive remedy for manufacturing defects.