



INSTALLATION GUIDELINES

ENGINEERED HARDWOOD FLOORING

Maintenance Instructions and Limited Warranty Included

IMPORTANT NOTICE

Buyers and owners are responsible for thoroughly reading all materials provided by the retailer at time of purchase prior to the installation of flooring, including the installation guidelines, maintenance instructions, and the product warranty information. The following instructions apply only to Golden Elite's engineered hardwood flooring, included within the St. Petersburg, Johannesburg, and Panache Collections. This product is installed through either a nail down or glue down installation method. These instructions do not apply to the engineered click floors.

Golden Elite is not responsible for the installer's application of the product and requires the product to be inspected prior to installation. The installer should contact the supplier immediately for replacement if the product (whether an individual plank or more) appears doubtful in appearance, such as grade, color, finish, or quality. The supplier is responsible for replacing flooring materials in a timely fashion if the product is determined to be defective. However, Golden Elite is *not* responsible for flooring that has been previously installed or damaged on the surface (or tongue) of the plank by the installer. For flooring that is determined to be defective post-installation, Golden Elite will be responsible to reimburse the buyer for the materials only, labor costs or any other related expenses will not be reimbursed.

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PRE-INSTALLATION JOB PREPERATION

Tips:

- Laying the floor should be the last step of your project.
- Heat your home for at least one week before installation.
- Keep subfloor dry and make sure basement is well ventilated.
- Maintain relative humidity at $\pm 45\%$ [between 40% and 50%].
- Use a hygrometer [relative humidity indicator] to check moisture content in the air to ensure that relative humidity is within the recommended range.
- The heating system must be functional and the building must be heated up to 21° C (70° F) for a minimum of 7 days.
- Allow concrete subfloors to dry for at least 30 days [preferably 45 to 90 days]. Wooden subfloor thickness must be a minimum of 15mm (5/8”).
- **The installation of some Golden Elite engineered hardwood flooring is not guaranteed for radiant heated floors. For installation on radiant heated floors, contact Golden Elite to obtain written authorization from the manufacturer by calling 1-888-642-8844.**
- *Document Each Test:* To ensure that the flooring product is being installed according to the outlined guidelines, Golden Elite requires for the buyer or installer to document each step of the preparation process prior to installing the flooring. This involves taking a photograph of the test reader that displays the humidity level, the temperature of the jobsite, the subfloor, etc., along with the date and time that the photograph was taken. This can be completed quickly using a basic camera on your cell phone and helps protect the buyer or installer in the case that a claim needs to be filed.

Step 1 ❖ CHECK THE CONDITION AND PREPARE THE SUBFLOOR

Moisture testing is necessary and a three-fold process. To determine when the installation can begin, to verify that you are placing dry flooring on dry subfloors and that the moisture percentage between the new floor boards and that of the existing subfloor is no more than 4%, or no more than 2% for wider boards over 3”. This can easily be accomplished by using an adjustable species specific moisture meter that will provide accurate moisture readings specified for the species of wood you plan to install. Test the subfloor by testing at least 30 locations per 1000 sqft around exterior doors, near foundation walls and in the center of the room. On average the subfloor moisture range must not exceed 12%. Next, test the new flooring (by testing approximately 3% of the new flooring) to obtain a moisture range between 5% minimum and 11% maximum, with no more than 5% variance up to 14%. If high moisture readings are found in either the new floor or subfloor, postpone the installation, increase ventilation, identify the moisture source and postpone on the installation until the proper conditions have been met.

The new floor or subfloor must be free of any debris, old adhesives, or other dried substances. Undercut door trim before installation.

Wooden subfloor: Wooden subfloor moisture reading must not exceed 12% and differential between boards and subfloor must be less than 4%. If moisture reading is too high, postpone installation, find moisture source and correct it if needed, raise heat and increase ventilation until proper conditions are met.

Concrete subfloor: Prior to installation, concrete subfloor should preferably be 45 to 90 days old, 30 days being the absolute minimum and must be free of surface sealers or contaminants. Concrete moisture meter must be used to check subfloor moisture level; in case of positive reading, calcium chloride test must be performed. The concrete subfloor moisture content must not exceed 3 lbs. / 1,000 sq. ft. / 24 hours. If the reading exceeds 3 lbs., use a complete moisture-proofing system [sealer and adhesive] sold by your local Golden Elite distributor.

Radiant heat subfloor:

IMPORTANT: Due to the speed of sudden temperature changes, which has the potential to negatively affect engineered hardwood flooring construction, it is not recommended to install over any **electrical radiant heating system**. Installation over electrical radiant heating systems will not be covered by the manufacturer's warranty. **Buyer must obtain written authorization** from the manufacturer in order to install flooring over radiant, call 1-888-642-8844.

Owner and installer are solely and jointly responsible for pre-installation subfloor moisture level check and must ensure that all conditions and/or specifications listed in this guide have been thoroughly met prior to installation of the floor.

Step 2 ❖ ACCLIMATE THE WOOD

IMPORTANT: Do not open boxes until ready to begin installation.

Prior to installation, remember to acclimate the wood in the area where it will be installed. Ensure your wood flooring is within acceptable range of moisture content with the wood subfloor. For solid strip flooring (less than 3" wide), there should be no more than 4 percent moisture content difference between properly acclimated wood flooring and subflooring materials. For wide-width solid flooring (3" or wider), there should be no more than 2 percent difference in moisture content between properly acclimated wood flooring and subflooring materials.

Don't have it delivered on a wet day and make sure all humidity-producing aspects of building and remodeling have dried before bringing the wood home. Plan to provide 4" (10.16cm) of air space between the hardwood flooring and the concrete.

The goal is to reach an indoor equilibrium or balance between the core of the new flooring with its surroundings before assembly, fastening or installation. The balance could be achieved in as little as 1 to 5 days for most species or longer for some exotic species.

Step 3 ❖ Throughout the Installation

Rack the Flooring: Spread the boards from several bundles across the room. Mix bundles, and mix shades, colors, and lengths, using the natural variety in the wood to create a random pattern. Lay out the boards in the order you'll install them. Pros call this "racking the boards." Flooring bundles tend to be uniform in color, and if you don't rack them, you'll create noticeable light and dark areas in the floor. Make sure you finish the process by arranging the joints so they are sufficiently offset across the floor.

Frame Flooring Obstructions: Often a floor will meet an obstruction such as a fireplace or counter. If so, miter boards to create a border that frames the obstruction. Position the boards so the tongue or groove mates with the rest of the floorboards. Cut off the tongue if it's on the edge that meets the obstruction. Apply the rest of the floor as you normally would, fitting the pieces into the frame as you go.

Cut Corners: Where the flooring meets a jog in the wall or a similar obstacle, cut corners to fit. Snug the piece of flooring against the obstacle and lay out the cut by marking where the edge of the obstacle meets the board. Allow for a 1/2" (12.7 mm) expansion gap at the end of the board and a 3/4" (18.5 mm) gap along the edges; make the cut with a jigsaw.

GLUE DOWN INSTALLATION

PREPARE TOOLS & MATERIALS

- SupexBond Adhesive or polyurethane glue
- 3M Scotch® Safe Release™ 2080
- Blue Mask Tape
- 3/16" x 3/16" x 3/16" or 1/4" x 1/4" x 1/4" Square Notch Trowel
- Mineral Spirits / Urethane
- Adhesive Remover
- Straight edge

IMPORTANT: Do not use any water base glue. When spreading glue, make sure to spread the glue on the subfloor. Placing glue within the joints of the planks (instead of on the subfloor) **will not** stabilize the planks.

For material 4 1/2" wide or less, use a 3/16"x3/16" x 3/16" square notch trowel.

For installers using polyurethane glue, make sure to follow instructions provided by the manufacturer.

Before you begin using the following instructions, please refer to the Pre-Installation Job Prep information above.

GETTING STARTED

1. Select a starter wall. An outside wall is best: it's most likely to be straight and square with the room. Measure out from this wall, at each end, the width of two planks including the tongue plus the space needed (3/8" or 1/2") for expansion.
2. Snap a chalk line from these points, parallel to that wall.
3. Prior to installing the flooring, secure a straight edge inside the chalk line to act as a guide and to prevent the row of planks from shifting during installation. The straightedge could be a straight piece of lumber or piece of flooring. Alternatively, the first row can be face-nailed with finishing nails into the wood subfloor or sprig nailed into a concrete subfloor.

SPREADING THE ADHESIVE

Using the proper trowel, hold the trowel at a 45° angle to ensure proper spread rate of adhesive. Apply pressure to allow the trowel to leave ridges of adhesive on the substrate with little adhesive left between the ridges. This will help to achieve the proper spread rate of the adhesive. Temperature and air flow across the adhesive can have an affect on the open time of the adhesive. SupexBond adhesive will have a longer open time in areas of low humidity and will have a shorter open time in areas of high humidity.

INSTALLING THE FLOOR

4. Spread adhesive from the chalk line/straightedge out to approximately the width of two planks. Install the first row of starter planks along the chalk line/straightedge and secure into position with the tongue facing the starter wall.

NOTE: Proper alignment is critical. Misaligned starter rows can cause side and end gaps to appear in proceeding rows of flooring. When you have the starter rows complete, you can begin the next row. Use 3M blue tape to hold the boards together tight and to prevent movement or gapping.

5. When you are certain the first two starter rows are straight and secure, spread adhesive 2 to 3 feet wide across the length of the room. As a general rule, never spread more adhesive than can be covered in 30 to 45 minutes. If the adhesive has skinned over remove dried adhesive and trowel new adhesive.

6. Continue to install planks and push them into place. Place the tongue of the board into the grooves of installed boards and press into the adhesive. Use 3M blue mask tape to hold planks together to reduce gaps and movement. As you continue working across the floor try to maintain a six-inch minimum space between end joints. Randomly install different lengths to avoid a patterned appearance.

NOTE: Never strike a rubber mallet or hammer directly on the flooring to engage the tongue-and-groove. This practice can damage the flooring and/or the finish.

7. Remove the adhesive from the surface of the installed flooring as you work – this will help to save time. A damp rag with water or mineral spirits will remove SupexBond.

NOTE: When using SupexBond clean the floor as you are working using mineral spirits or Parabond Urethane Adhesive Remover – DO NOT USE WATER. Frequently change towels to avoid leaving a haze on the flooring surface.

8. As you approach the end wall it may be necessary to cut the width of the last row – be sure to allow for the expansion space along the end wall. Once the final cuts are made set planks into place.

9. After the floor is complete remove the straight edge and glue down the first two boards.

10. Restrict foot traffic for a minimum of 6-8 hours and wait 24 hours before permitting moving of furniture onto the floor.

11. Carefully remove the 3M blue tape 24 hours after installation is completed. Do not wait more than 24 hours to remove tape since it may damage the floor

12. Clean any wet SupexBond adhesive from the flooring with a lightly dampened clean cloth or sponge. If the adhesive has dried, use mineral spirits on a clean cloth. Remove SupexBond with Parabond Urethane Adhesive Remover.

FINAL INSPECTION

After the floor has been cleaned, inspect the floor for nicks, scratches, gaps or planks that may have moved during installation, as well as any other imperfections that need attention. Touch up nicks and scratches with touch-up products. In typical climates, the new floor can accept foot traffic within 24 hours. In areas where additional curing time is required, more time may be needed.

NAIL DOWN INSTALLATION

PREPARE TOOLS & MATERIALS

- Drill
- Air Hose
- Tapping Block
- In-line Air Regulator
- Compressor
- Pneumatic Nailer/Stapler
- 15 1b. Roofers Felt

For 3/8" thick products, the minimum length staple/cleat is 1"
For 1/2" thick products, the minimum length staple/cleat is 1 1/4"

Before you begin using the following instructions, please refer to the Pre-Installation Job Prep information above.

Minor occasional noises within the flooring are inherent to all staple/nail-down installations and can change as environmental changes occur. This is not a manufacturing defect and is therefore not covered under our warranties (see warranty brochure for complete warranty coverage). You can help reduce squeaking, popping, and crackling by being sure that the subfloor is structurally sound, does not have any loose decking or joists, and is swept clean prior to installation. You should also be sure that your stapler or nailer is setting the fastener properly, not damaging the planks, and that you are using the correct nailing schedule.

When used improperly, staples or cleats can damage wood flooring. If the tool is not adjusted properly the staples/ cleats may not be positioned at the proper angle and cause blistering, peaking, squeaking, or crackling of the floor. Some models may require the use of an adapter to adjust for proper thickness. Test the tool on a piece of scrap material first - set the stapler/ nailer flush on the tongue side of the plank and install a staple/ cleat. Should the staple/ cleat penetrate too deeply reduce the air pressure; if the staple/ cleat is not deep enough then increase the air pressure using an in-line regulator. The crown of the staple/ cleat should sit flush within the nail pocket to prevent damage to the flooring and to reduce squeaking. The flooring manufacturer is not responsible for damage caused by the mechanical fasteners.



GETTING STARTED

1. After the subfloor has been properly cleaned and prepped cover the subfloor with 15lb. asphalt felt paper. This material will help to keep the floor clean and help to retard moisture from below (there is no complete moisture barrier system for staple or nail-down applications).
2. Select a starter wall. An outside wall is best: it's most likely to be straight and square with the room. Measure out from this wall, at each end, the overall width of the plank (board width + tongue + the space needed (3/8" or 1/2") for expansion).
3. Snap a chalk line from these points, parallel to that wall.
4. Install the first row of starter planks along the chalk line/straightedge and secure into position with the tongue facing away from the starter wall (toward you). Drill pilot holes through the face of the plank every 6" (in the dark grain); approximately 1" from the back edge of the board and secure planks with 1" finishing nails. Countersink nails and fill with appropriate colored wood filler – remove excess filler from surface.
5. Blind nail at a 45° angle through the tongue 1"-2" from the end joints and every 6" in between along the length of the starter boards (Predrill holes to make this easier). Depending on the width of the flooring it may be necessary to do this for the first few rows prior to using a pneumatic stapler/ nailer.

NOTE: Proper alignment is critical. Misaligned starter rows can cause side and end gaps to appear in proceeding rows of flooring.

INSTALLING THE FLOOR

6. Continue to install the flooring making sure to nail/staple 1"-2" from the ends and every 3" – 4" thereafter. Make certain the tool is adjusted properly to ensure that the fastener is at the proper angle and is flush within the nail pocket. As you continue working across the floor try to maintain a six-inch minimum space between end joints. Randomly install different lengths to avoid a patterned appearance.
7. If needed use a tapping block to help engage the boards together until the tongue-and-groove is flush and tight and no gaps are present between adjacent planks.

NOTE: Never use a rubber mallet or hammer directly on the flooring to engage the tongue-and-groove. This can damage the flooring and/or finish.

8. As you approach the end wall it may be necessary to cut the width of the last row – be sure to allow for the expansion along the end wall. Once the final cuts are made set planks into place.
9. The last few rows will need to be fastened by hand. To fasten the final planks into place, you must either manually blind nail and/or face-nail through the surface on the final planks. Drill pilot holes at a 45-degree angle to the floor and blind nail using 1" finishing nails. Alternatively, drill pilot holes in the face every 6" (try to drill holes in darker portion of the wood) and install with 1" finishing nails. Countersink nails and fill with appropriate colored wood filler – remove excess filler from surface with a clean rag and proper cleaner.

AFTER INSTALLATION

- Wait 24 hours before moving furniture back into place or allowing heavy traffic.
 - Set a few boards aside in case of future repairs.
 - When installation is completed, vacuum floor thoroughly to clean. Refer to the maintenance instructions for detailed directions regarding the proper care of your engineered floor. If you have any additional questions, please contact your local distributor of Golden Elite.
 - Install transition pieces -i.e. – thresholds, t-moldings, base boards and quarter round. Nail moldings to wall, not the floor. • Inspect final floor for nicks and or minor gaps – fill with appropriate color wood putty.
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MAINTENANCE INSTRUCTIONS

Remember, like any floor covering, our real wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your floor. The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

- Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD.**
 - Remove spills promptly using a soft cloth and recommended cleaning products.
 - **NEVER** wet-mop, damp-mop, or flood your floor with water or other products. This can severely damage the flooring and will void the warranties. The use of Dry Swiffer® by Proctor & Gamble, or other similar product, is highly recommended. Do not use hardwood floor cleaning machines.
 - The use of approved maintenance and floor-care products is highly recommended.
 - **IMPORTANT:** Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, tung oil, silicon or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoat ability.
 - Keep pets' nails trimmed, and paws clean and free of dirt, gravel, grease, oil, and stains.
 - Place protective pads beneath furniture legs and feet to reduce scratches and dents.
 - Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
 - Make certain furniture casters are clean and operate properly (a minimum 1" width is recommended).
 - Remove shoes with spiked or damaged heels before walking on floor.
 - Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. These warranties do not cover damage from the sun and its UV rays.
- Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
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25-YEAR LIMITED RESIDENTIAL WARRANTY

WHO'S COVERED

As the original purchaser of your Golden Elite engineered floor, you are covered by this warranty.

TRANSFERABILITY

This warranty is not transferable.

LENGTH OF COVERAGE

This limited residential warranty is valid from the date of purchase of the flooring up to the number of years indicated on your invoice and 5 years for commercial foot traffic

WHAT'S COVERED

Your Golden Elite engineered floor is warranted against finish wear from normal household conditions resulting in the exposure of the bare wood.

It is also warranted against grading, finishing and milling defects in excess of the waste factor. Waste factor is an industry term that refers to an allowance for manufacturing and natural defects in flooring and is represented by a percentage. While board selection may vary according to personal preference, waste is determined by NWFA standards. Accordingly, it is warranted that no more than 5% of the total square footage of your purchase of a domestic species and 10% for exotic species will exhibit any manufacturing or natural defects.

WHAT'S NOT COVERED

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, or gapping.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care and installation instructions are not covered.

Gloss reduction: Fading or loss of gloss is not finish wear and not a product defect.

Within the waste factor: Defects in flooring that do not exceed the waste factor are not covered under this warranty. Consequently, it is a good rule of thumb to add the applicable percentage above to your total square footage when ordering your floor.

Other finishes: This warranty covers the factory applied finish. Applying another finish and/or sanding in preparation for another finish may damage the factory applied finish and voids the warranty against finish wear.

Poor Installation: For example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage; damage, and bumps or surface dimples created by nailing machines or staples are not covered. Additionally, damages caused by any advice or instructions that conflict with Golden Elite engineered installation instructions are excluded from this warranty.

Non-Traditional Installations: For example, intricate patterns, installations on walls or ceilings and usages for purposes other than flooring (like furniture or countertops) void this warranty. Boards Installed with Visible Defects: If you see any board with defects DO NOT install it. This includes visible manufacturing, natural or other defects.

Natural Wood Characteristics: Wood flooring is a natural product. It may change as a result of the conditions to which it is exposed including seasonal and environmental factors. Seasonal gapping due to the wood's expansion and contraction in heating and non-heating seasons may occur. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural wood variations from board to board, like differences in grain, color, tone and knots, may exist. Issues relating to these natural wood characteristics are not covered under this warranty.

Color and Shade Variations: New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other wood products (such as cabinets, stair railings, trim and moldings) due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.

Odd Lots & Third-Party Purchases: An odd lot is flooring that is discounted because it did not pass our rigorous inspection process and is not covered under this warranty. Additionally, only purchases made directly from Golden Elite in store, online or by phone are covered by this Golden Elite engineered Warranty.

Special, Indirect or Consequential Damages: Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

HOW TO MAINTAIN YOUR WARRANTY

Follow the Pre-Installation Requirements: Prior to installing a single board, you or the installer must determine the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. Just a few of these standards state:

- You must comply with all applicable environmental and building codes, regulations and laws.
- Your installation area and subfloor must be dry, stiff and flat within industry standards. Also, use a moisture barrier according to the installation instructions and acclimate your flooring to the area where it is being installed. Once acclimated and before work begins, measure the moisture content of the flooring and subfloor with a moisture meter and document it. The moisture levels between the flooring and the subfloor must be 4% or less.

Your installation area must be between 60° to 80° Fahrenheit with a relative humidity between 40% and 50% for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance.

Boards Installed with Visible / Invisible Defects: If you see any board with defects DO NOT install it. This includes visible manufacturing, natural or other defects. For flooring that is determined to be defective post-installation, Golden Elite will be responsible for reimbursing the buyer for the materials **only**.

Plan on being present during installation to ensure that all required procedures are completed and boards with visible defects are not installed. It is important to inspect individual boards and to frequently step back to observe the “whole picture” before installation is completed. If you’re not present during the installation, you are responsible for the installer’s judgment in board selection and placement. It is the responsibility of the owner to ensure that the product delivered is the product that was selected.

If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased.

Touch-ups During Installation: If you or your installer use stain, filler or putty stick for touch-up during installation, they are considered normal practices and procedures in regard to this warranty.

Follow the Golden Elite engineered Installation and Care Instructions: It is your, or the installer’s, duty to make sure the installation requirements found at www.gefflooring.com are strictly followed, especially in the use of moisture barriers, installation tools such as nailers and trowels, and in evaluation of job site conditions and moisture testing.

WHAT WE WILL DO

If any portion of your floor should fail with respect to this warranty, we will provide a store credit for the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor) in excess of the applicable waste factor mentioned in “What’s Covered.” A store credit is the sole remedy under this warranty and can be used for store product purchases only. There is no guarantee that the same or a similar product to the original flooring will be available at the time a store credit is issued.

We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

AS HIGHLIGHTED IN THE "WHAT'S NOT COVERED" SECTION, UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. FURTHER, UNDER NO CIRCUMSTANCES WILL OUR LIABILITY ARISING OUT OF OR RELATING TO THE PURCHASE OF YOUR GOLDEN ELITE ENGINEERED FLOORING EXCEED THE TOTAL SUM PAID BY YOU FOR THE FLOORING AT ISSUE.

HOW TO FILE A WARRANTY CLAIM

Just visit the store where you purchased your floor, or contact a Golden Elite Representative by calling 1-888-642-8844. Claims must be submitted within ninety (90) days of the date that the problem with the floor is first discovered.

YOUR RIGHTS

The terms above represent the sole and exclusive warranty with regard to your Golden Elite engineered flooring. WE DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY SUCH WARRANTIES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. We maintain the exclusive right to alter the obligations and limitations of this warranty.
