



Limited Warranty SPC CLICK FLOORING

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.

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.

Golden Elite's SPC Click floors are crafted to meet the industry's highest quality standards and are carefully manufactured to ensure they are free of defects. Each board is meticulously inspected before and after the finishing process to make sure it complies with Golden Elite's unwavering standards. For installation and floor-care tips, please contact your local distributor of Golden Elite or call us toll-free at 1-888-642-8844.

WHO'S COVERED

As the original purchaser of your Golden Elite SPC Click 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 (25 years) and 10 years for light commercial foot traffic.

WHAT'S COVERED

Your Golden Elite SPC Click floor is warranted against finish wear from normal household conditions resulting in wearing through the decorative finish and it will resist water damage under normal use conditions. It is also warranted against milling, manufactured defects, color fading or discoloring, and edge curling. Waste factor is an industry term that refers to an allowance for manufacturing defects in flooring and is represented by a percentage. Accordingly, it is warranted that no more than 5% of the total square footage of your purchase will exhibit any manufacturing defects.

WHAT'S NOT COVERED

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme 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 instructions on Golden Elite SPC Click installation instructions are not covered.

Gloss reduction: 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 only. 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 are not covered. Additionally, damages caused by any advice or instructions that conflict with Golden Elite SPC Click's 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.

Planks Installed with Visible Defects: If you see any board with defects DO NOT install it. This includes visible manufacturing, or other defects.

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). Consequently, these variations should be expected.

Discoloration: Stone Core vinyl may be installed in solariums and sunrooms but prolonged exposure to sunlight may change the color of the floor over time.

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 SPC Click 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, acclimate your flooring to the area where it is being installed. Once acclimated and before work begins, measure the moisture content of the subfloor with a moisture meter and document it.
- ☐ Your installation area must be between 65° to 75° Fahrenheit for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance.

Inspect All Planks for Visible Defects: Planks installed with visible defects are not covered under this warranty. Accordingly, before installation, you and the installer should examine all planks to ensure they are satisfactory. If any planks are unacceptable due to color, finish, milling or any other reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.

Plan on being present during installation to ensure that all required procedures are completed and planks with visible defects are not installed. It is important to inspect individual planks and to frequently step back to observe the “whole picture” before installation is completed.

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 uses filler for touch-up during installation, they are considered normal practices and procedures in regard to this warranty.

Follow the Golden Elite Click Installation and Care Instructions: It is your, or the installer's, duty to make sure the Golden Elite SPC Click installation requirements are strictly followed, and to ensure that jobsite environment and subfloor moisture are proper before installation. Care instructions can also be obtained from your local distributor of Golden Elite.

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 CLICK 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. Claims must be submitted within ninety (90) days of the date that the problem with the floor is discovered.

YOUR RIGHTS

The terms above represent the sole and exclusive warranty with regard to your Golden Elite SPC Click 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.