

LIMITED WARRANTY FOR WATER-RESISTANT SWISS KRONO FLOOR PRODUCTS MANUFACTURED IN USA

What We Cover and for How Long

Manufacturer warrants to the original residential purchaser for a period indicated on the carton from the original date of purchase, that:

1. The design layer of the floor will not stain, wear through* or fade from normal sunlight or artificial lighting under normal use conditions in a dry indoor residential setting.
2. The design layer of the floor will resist permanent staining caused by pet urine from dogs and cats when the floor is thoroughly cleaned and the pet urine has not dried on the floor.
3. The floor will be free of manufacturing defects.
4. The floor will resist water damage due to moisture from normal use conditions (cleaning and water spills) when you follow our recommended cleaning and care practices and when spills are removed within 24 hours.

*wear through is defined as total loss of pattern in a minimum of 2 square inch area, readily visible from a distance of 6 feet. Scratches and loss of gloss are not considered as wear through.

What You Must Do to Keep the Warranty in Effect

You must install and maintain your floor according to the installation and cleaning instructions.

Your floor must be installed in a dry, level, climate controlled, indoor residential environment (temperature range of 64°-86°F (18°-30°C) and humidity range of 35% to 75%.)

You must keep your proof of purchase, the end carton label that identifies the product and other documents and receipts, such as your installation invoice.

What This Warranty Does Not Cover

We do not cover any installation costs, including labor or accessories, for flooring installed with known defects. You must inspect all planks for recognizable defects before and during the installation.

We do not cover surface wear or damage resulting from abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service by anyone other than the authorized Manufacturer's representative, or accidents, including but not limited to severe impact, scratching, cutting, negligence or chemical damage.

We do not cover scratches, indentations and marks that continue across multiple planks. Gloss reduction is not surface wear. Surface wear must be readily visible from the distance of 6 feet, measuring at least 2 square inches.

We do not cover damage that is caused in whole or in part due to moisture underneath the floor.

We do not cover water damage caused by natural disasters, standing water (e.g. from appliance failures), excessive moisture emissions from a concrete slab (more than 5 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.)

We do not cover damage from pet urine that has been allowed to dry on the floor.

We do not cover molding, underlayment, vapor barrier and accessories.

We do not cover damage from rotating beater bars, steam cleaners, abrasive scrubbers, excessive wet mopping, waxes, or similar cleaning and care methods.

We will not review claims unless you purchased the floor from an authorized retailer in the original packaging.

How to Make a Claim

To make a Warranty claim, contact your retailer or distributor in writing within 30 days after you detect a potential defect. Please include your contact information.

If your retailer or distributor is no longer in business, you may call us at (866) 892-4633 or email us at: USBA.CLAIMS@swisskrono.com.

You can also write to us at:

Attention: CLAIMS MANAGER
Swiss Krono, LLC
810 Technology Drive
Barnwell, SC 29812

What We Will Do to Correct Problems

If we approve a claim, we may choose to repair, replace, or refund the original cost of the defective materials. If the product is no longer available, you will be able to choose from our current designs of equal or lesser value. We warrant products that we have repaired or replaced only for the remainder of the original Limited Warranty period. We reserve the right to inspect installed flooring and to remove samples if needed. We may also pay reasonable labor costs to repair or replace any defective product if the floor was professionally installed and a claim is submitted during the first year after installation. This Limited Warranty is a diminishing warranty. If we approve a claim after the first year following the date of installation, we will pay a pro-rated percentage of your floor cost based on the warranty period (50 years for lifetime warranties) and the date of purchase. For example, if you purchase a product that has a 50-year warranty and you make a claim 20 years after original purchase, we would pay 30/50th (60%) of the original floor cost if the claim is approved.

DISCLAIMERS AND HOW STATE LAW MAY RELATE TO THIS WARRANTY

MANUFACTURER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED; INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER.

LIMITED COMMERCIAL USE WARRANTY

IF this laminate flooring offers a limited commercial warranty, we warrant to the original purchaser for the number of years listed as “commercial” that the design layer will not stain, wear through or fade from normal sunlight or artificial lighting or stain under normal use conditions in a light commercial setting. This limited commercial warranty includes all of the above conditions.

This Limited Warranty, dated March 20, 2023, supersedes all prior warranties.