

Warranty

Laminate Flooring

30-Year Residential Limited Warranty and 5-Year Light Commercial Limited Warranty for 12mm laminate flooring

25-Year Residential Limited Warranty and 3-Year Light Commercial Limited Warranty for 8mm laminate flooring

Eclipse takes every effort to stringently control the production quality of all of our laminate products. Our laminate floors are FloorScore certified.

Eclipse's warranties listed above are measured from the date of purchase, and only pertain to the original purchaser of who resides in the area where Eclipse laminate floor was originally installed. This warranty is NOT transferrable. The warranty only applies to first quality material. Second quality, mill trial grade, imperfect and/or special products are sold "as is", and are NOT covered under this warranty. Proof of purchase and a copy of the original invoice are required to claim the warranty. Any Eclipse material purchase through unauthorized dealer/sources will be excluded all warranty.

Eclipse's warranties are for replacement or refund of the material only, and do not cover mouldings, accessories and the labor cost such as but not limited to installation, removal of the defect materials, and moving of the furniture or other fixtures.

STRUCTURAL INTEGRITY AND FINISH WARRANTY

Eclipse warrants all laminate floors, in their manufactured condition, to be free from material and workmanship defects. This includes milling, assembly, and dimension. Eclipse warrants that laminate products will not wear through when installed and maintained according to installation instruction.

Should there be any doubts concerning the quality of Eclipse product, the purchaser must call the local authorized dealer before installation. If defect is only notifiable once the planks have been installed, stop the installation and contact local authorized dealer immediately. Purchaser is given 30 days after discovering the defect and within the period of this limited warranty to make a claim. The surface wear and defect must be readily visible and covers an area greater than one (1) square inch of the floor surface. If Eclipse honors a claim under this

limited residential warranty, replacement of defective product will be free of charge. In the case that the product becomes discontinued, Eclipse will replace a plank of equal value, quality, and similar design (whenever possible), free of charge.

Eclipse reserves a period of 10 business days, upon receipt of a claim, to inspect the product/jobsite. During this period, any attempt to repair, replace, or refinish will void this warranty.

WARRANTY EXCLUSIONS

Eclipse will NOT accept any claim due to non-compliance with Eclipse's written policies and installation instruction, shipping damages, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation, improper maintenance and care, neglect, misuse or abuse, and/or the lack of proper humidity/temperate control.

The following list of incidences will NOT be covered under warranty:

- Variation of color, texture or pattern, and gradual change of color from exposure to sunlight or artificial light over time
- Wearing overtime from normal residential traffic
- Surface damage as a result of improper care and cleaning (i.e. cuts, dents, scratches, use of unapproved cleaner)
- Damage caused by water, erosion, insects, burns, fire, pets, Act of God, and any other accidents
- Modification, alteration, repair, or other services by non-authorized floor covering dealer
- Noises, squeak associated with improper installation, uneven or unlevelled subfloor, non-compliant subfloor conditions, and/or improper care or maintenance
- Improper use to tools during installation

IMPORTANT

Eclipse require that the relative humidity level where laminate floor is installed be consistently kept between **35% and 55%**, and room temperature at **65-80°F (18-27°C)**. These ambient conditions are specified in the Installation Instructions and need to be maintained for the life of the laminate floor.

Please refer to our Installation Instructions for details installation over radiant heating system. Eclipse's Warranty will be voided if an improper installation over radiant heat system is demonstrated.

Contact your retail store immediately when you detect a problem. If the retailer cannot resolve the problem and you wish to file a claim, please follow Eclipse Complaint Procedure.