

# WOOD COMPOSITE WARRANTY



## RESIDENTIAL LIMITED WARRANTY

RW Supply+Design (RW+) warrants its Wood Composite flooring products, in their original manufactured condition, to be free from defects in construction: lamination, milling, dimension, and assembly. RW+ allows for an industry norm of up to 5% of the product to be non-conforming. RW+ warrants that the Wood Composite flooring will not wear through or lose the original pattern or color due to normal wear. The Wood Composite flooring will remain free from these structural and finish defects for the duration of the warranty period stated for this application provided the product is installed and maintained in accordance with the RW+ Wood Composite Flooring Installation Instructions (Installation Instructions) and maintained in a controlled environment as outlined in the Installation Instructions. This warranty is extended to the original purchaser of the goods and is not transferable.

## Finish Warranties

FINISH	WARRANTIES
8mm, UC 33 AC5 (EN 13329)	30-Year Residential Finish Warranty

## WATERTIGHT WARRANTY

Wood Composite flooring planks are watertight. This means no moisture will pass through the seam between properly seated planks for 24 hours as defined by the NALFA LF-01 standard. However, moisture can pass through improperly seated seams, around expansion gaps, and room perimeters.

Wood Composite flooring planks are warranted in residential bathrooms and kitchens when installed using the extra steps required in the Installation Instructions. RW+ Wood Composite flooring meets the 100-hour WN-101 standard (<https://www.100hour-test.com/>).

**RW+ Wood Composite products are not warranted for use in wet rooms like saunas, walk-in-showers, or pool houses.**

It is important that subfloor moisture be mitigated prior to flooring installation. This Wood Composite flooring plank has a structure that can be adversely affected by exposure to elevated subfloor moisture. For this reason and to ensure a successful finished product, ***an impermeable moisture barrier is required when installing over concrete subfloors as detailed by the Installation Instructions.*** Wood subfloors should have proper moisture mitigation installed underneath them per the Installation Instructions.

The installed flooring is not a moisture barrier, though it can trap moisture underneath it. This warranty excludes any damage caused to the subfloor and dwelling due to moisture. Moisture trapped underneath Wood Composite flooring can create conditions that adversely affect flooring and subflooring.

Fixtures that surround the floor such as walls, trim moldings, subfloors, and other flooring types, are not considered waterproof. Excessive and unmitigated moisture in contact with or being trapped between Wood Composite flooring planks and these fixtures can cause mold, mildew, or other damage.

**This warranty excludes any damage from mold, flooding, leaky plumbing, appliances, or any moisture from exterior sources. Wipe up all standing liquids and moisture immediately.**

## WARRANTY EXCLUSIONS

RW+ warranties do not cover indentations, scratches, defects, or damage caused by the failure to follow all the Installation Instructions. Responsibility for inspection and approval of planks falls to the consumer and installer prior to installation. **The installer is the final inspector of the product because installation is acceptance of the product.** RW+ is not responsible for labor costs associated with the repair or replacement

of visually or structurally defective planks after the floor is installed. Prior to installation, the installer should make certain that the subfloor is thoroughly inspected ensuring it is flat, clean, dry, and structurally sound according to the Installation Instructions.

RW+ warranties do not cover normal wear and tear, indentations, scratches, defects, or damage caused by improper maintenance, insufficient protection, misuse, or improper alterations of the original manufactured product.

RW+ warranties do not cover damage caused by using oil soaps, liquid or paste wax products, furniture oils and polishes, acrylic products, or other household cleaners that are not recommended maintenance products.

RW+ warranties do not cover structural and finish damage from heavy medical equipment such as wheelchairs, chair lifts, or medical beds.

RW+ warranties exclude non-factory applied finishes.

RW+ warranties do not cover indentations, scratches, defects, or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked (or damaged heel) shoes, vacuums, furniture, appliances, casters, fallen or dropped objects, or construction traffic. Failure to take proper precautions to protect furniture legs and feet with protective felt pads and properly functioning casters or failure to protect floors during the construction process or when moving heavy objects, or during times of heavy traffic that result in any damages stated above are not covered by these warranties.

RW+ warranties do not cover defects and damage caused by natural disasters or disasters of human origin including but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.

RW+ does not cover damage due to liquids that have been left standing on the floor. Standing liquids should be immediately wiped up.

RW+ does not cover damage due to steam mops and wet mopping.

RW+ warranties do not cover discoloration due to direct sunlight or extreme heat. Most home products will discolor due to a combination of heat and sunlight.

No warranties apply to any product or products designated as seconds, off-goods, or goods sold in “as is” condition.

RW+ warranties do not cover squeaking, creaking, popping, or other noises in flooring as these are the result of installation, jobsite, and/or environmental factors.

### **The following items are not covered under the warranty:**

- Flooring installed in a method other than provided for in the Installation Instructions.
- Damage caused by normal wear and tear, negligence, accidents, misuse, or abuse.
- Damage caused by vacuum cleaners, wet mopping, or steam mops.
- Damage caused by appliances, furniture, and casters.
- Damage caused by cutting from sharp objects.
- Damage caused by flooding, fire, and other natural disasters and acts of God.
- Reduction in gloss, scuffs, scratches, or indentation due to sand, rocks, or other abrasives, including pets, insects, construction traffic, or failure to maintain the floor as required by the Installation Instructions.
- Color, shade, sheen or texture variations between samples or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Changes in color due to exposure to sunlight and age.

- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.
- Noises, squeaks, creaks, popping, etc.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by excessive heat or extreme cold or moisture.
- Separation in planks due to an uneven or flexible subfloor.
- Products designated “off-goods” or products that are sold “AS IS.”
- Commercial installations of residential products.
- Flooring installed outside or on the exterior of a building.
- Flooring installed in wet rooms like saunas, walk-in-showers, or pool houses.
- Construction or installation-related damage.
- Floor damage, finish damage, or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills, or weather conditions.

### **NO OTHER WARRANTIES**

This limited warranty is the only warranty given by RW Supply+Design as pertaining to the Residential Limited Warranty, and Waterproof Warranty, and no other warranties or guarantees of merchantability of any kind have been made with respect to RW+ or Wood Composite flooring products. No oral agreement or statement from RW+, or any of its representatives may alter or amend this warranty.

### **NO WARRANTY OF FITNESS EXISTS BEYOND THE GENERAL WRITTEN DESCRIPTION OF THE PRODUCT PURCHASED.**

Some laws do not allow limitations on certain implied warranties. This warranty gives specific legal rights, and there may be other rights which vary from state to state.

### **IMPORTANT:**

**YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED. ALL FLOORING CAN CONTAIN UP TO AN INDUSTRY NORM OF 5% NON-CONFORMING PRODUCT.**

### **HOW TO MAKE A CLAIM**

In the unlikely event that any portion of your floor should fail or be defective, with respect to any of the provisions of this warranty, RW Supply+Design, at its sole discretion, to the original end-user, may repair or replace such portion with the same product or another product of equal value. This provision does not include labor costs, relocation, or living expenses, removal or installation of new flooring or the removal or replacement of cabinets, furniture, and other fixtures.

To file a claim, the original purchaser must initiate a claim request by completing the on-line form at: <https://rwsupply.com/claims> or <https://portercraft.com/claims>. Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. RW+ reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

***This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. RW+ assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in all cases. This warranty gives you specific legal rights that may vary from state to state.***