



## Product Warranty

### Limited 35-Year Warranty For Residential Use

Products manufactured by Bellissima Floors are designed with superior quality and durability. Because we are extremely confident in the performance of our laminate floors and accessories, we are pleased to offer a Limited 35-year Warranty program for residential usage.

### **General Terms and Conditions**

Bellissima Floors warranty applies only to the original purchaser and the original site of installation only. In addition, the warranty program cannot be transferred and starts on the date of the purchase.

The warranty programs apply only when the required installation methods, and floor care and maintenance procedures are followed. Furthermore, manufacturer's required guidelines set forth below on relative humidity and temperature conditions must be maintained in your home.

Bellissima Floors warranty program is only extended to laminate floors maintained in Normal Environmental Conditions. The definition of Normal Environmental Conditions is that the home heating and ventilating systems are working to maintain an interior relative humidity level between 35% to 55%, and a temperature between 60 to 80 degrees Fahrenheit year round. Failure to comply with the Normal Environmental Conditions and the required manufacturer installation guidelines will void the warranty.

Bellissima Floors warrants that the flooring shall not contain manufacturing defects in excess of industry standard of 5% of the total flooring quantity. Prior to installation, it is the responsibility of the customer to inspect all flooring panels and accessories for defects. Bellissima Floors accepts no responsibility for product or labor (removal and reinstall) cost on floors with visible defects that have been installed. In case of the manufacturing defects are in excess of the industry standard, the defective pieces should be put aside and return to the original place of purchase. Bellissima Floors will then replace it with equivalent quantity of the same product at no charge. Monetary refund on portion of the original purchase price equivalent to the value of the defective material will only apply when Bellissima Floors is unable to furnish a similar replacement product. Monetary refund will be at the sole discretion of Bellissima Floors.



## Limited 5-Year Warranty for Commercial Use

Bellissima Floors warranty program is only extended to light commercial application. From the date of purchase, Bellissima Floors warrants the laminate surface will not wear through under normal light commercial use for a period of 5 years. Light commercial applications include professional offices, light retail, specialty stores and boutique, and salons. Bellissima Floors does not offer warranty on flooring install in food and beverage service operations, or heavy-duty retail stores. High traffics areas mainly doorways, hallways, stairs, service counters and workstations are not considered normal wear-through hence, not covered by this warranty. Surfaces wear on moldings pieces is not covered by this warranty. If wear-through occurs during the warranty period, Bellissima Floors will either repair or replace it with equivalent quantity of the same product at no charge. Monetary refund on portion of the original purchase price equivalent to the value of the defective material will only apply when Bellissima Floors is unable to repair the product or furnish a similar replacement product. Monetary refund will be at the sole discretion of Bellissima Floors.

## Warranty Exclusions and Conditions

For flooring installed over a radiant heat, the system must be controlled that the surface temperature of the floor must be exceed 82 degrees Fahrenheit. Failure to comply will void the warranty.

Gloss reduction is not considered surface wear. Excessive wear (within 1/18" or 3mm) along the edges and bevels of individual panels is not covered by this warranty.

Scratches, indentations, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, spiked or high heeled shoes are not covered by this warranty.

This warranty does not apply to water damage to the flooring caused by appliance failures, faulty plumbing, spills, storm or flood.

This warranty excludes damage caused by water or moisture trapped beneath the floor due to improper sealing of the subfloor. Proper subfloor preparation is stated on the Installation Guideline.

Damage from smoke, fire or casualty events is not covered on the warranty.



Improper alterations to the original manufactured product will void the warranty.

This warranty does not apply to damage from exposure to extreme heat, dryness, water saturation or stains from chemical or industrial products. It is inappropriate to install the floor in damp or humid areas, in extremely dry areas or areas of extreme high temperatures.

To file a claim, proof of compliance with the manufacturer's recommended installation and maintenance must be provided. These instructions can be obtained from the manufacturer, distributor or retailer or they can be viewed online at [www.bellissimafloors.com](http://www.bellissimafloors.com)