



DiamondLiving Underlayment Limited Lifetime Warranty

DiamondLiving, LLC Underlayment is guaranteed to be free of manufacturing defects in material and workmanship for 20 years from the original date of purchase, by the original purchaser (referred to as the Warranty Period). This warranty is not transferable. If there are defects in material and workmanship during the Warranty Period, **DiamondLiving, LLC** will replace or repair the product, as described herein, at no cost to the owner. Should defects in material or workmanship be found, it is the owner's responsibility to contact **DiamondLiving, LLC** through the point of purchase or directly, as described below. This warranty does not cover dissatisfaction or problems or other damage to the materials due to or as a result of:

- a) Improper installation, improper maintenance, or usage not approved by **DiamondLiving, LLC**;
- b) Use of harsh and acidic chemicals and abrasive chemicals;
- c) Water spotting, petroleum adhesives or floor sealants or abuse;
- d) Wear or product degradation expected from the use or environment of installation;
- e) Chewing, clawing or other animal destruction;
- f) Exposure to chlorine, solvents, acids, or other harmful chemicals; or
- g) Misuse of the product;
- h) Accidental or intentional acts causing damage including, but not limited to, scratching, severe impacts, cutting, negligence, fire, flooding, acts of God, improper fabrication, improper installation, improper maintenance, freight damage, extreme temperatures, and planks being engaged or disengaged more than three times;

Proof of Purchase is Required

- This warranty is limited to the repair or replacement of products of **DiamondLiving, LLC** which are shown to be defective during the Warranty Period. The owner agrees not to advance any claim for any other measure of damage or loss. **DiamondLiving, LLC** shall not be liable for installation, disassembly, removal, disposal, return shipping, or other similar costs.
- This warranty does not cover the replacement or removal of cabinets, appliances, furniture, or other fixtures.
- **DiamondLiving, LLC** shall not be liable for any damage, loss or claim whatsoever unless:
 - a) The manufacturer is notified in writing within thirty (30) days of any occurrence which might give rise to a claim;
 - b) The owner has obtained written authorization from **DiamondLiving, LLC** prior to making any repairs or alterations on or through the surface which may affect the integrity of the materials;
 - c) **DiamondLiving, LLC** is first permitted to inspect the allegedly defective product or cause of the alleged loss, damage or claim; and

- d) The material is installed according to the written instructions provided by **DiamondLiving, LLC** and used only as intended by **DiamondLiving, LLC**.
- If, after inspection, **DiamondLiving, LLC** determines that there has been a material defect in the product within the Warranty Period described above, the liability of **DiamondLiving, LLC** and the remedy of the owner shall be limited, at the sole option of **DiamondLiving, LLC** to either: (1) delivery of repair or replacement material for the impacted area, or (2) credit to be applied towards the purchase of new material. The value of either remedy shall be pro-rated upon the remaining months of unexpired warranty as determined by the manufacturer. The maximum pro-rated value of either remedy shall in no case exceed the original purchase price.

Limitation of Warranty:

THIS WARRANTY DOES NOT COVER ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES. NO IMPLIED WARRANTIES EXTEND BEYOND THE TERMS OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE LIMITATION OF CONSEQUENTIAL DAMAGES SO THIS MAY NOT APPLY TO YOU. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

WITHIN 30 DAYS OF PURCHASE YOU MUST PHOTOCOPY AND COMPLETE THE 'WARRANTY REGISTRATION CARD' (BELOW) AND MAIL BACK BELOW COPY TO DIAMONDLIVING, LLC TO HAVE A VALID WARRANTY!

DiamondLiving, LLC
6606 FM 1488 Suite 148 #353
Magnolia, TX 77354
(281) 766-1600 fax (281) 766-1608

DiamondLiving WARRANTY REGISTRATION CARD:

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ Email: _____

Name and address of store where you purchases **DiamondLiving Underlayment**:

Purchase Date: _____

What most influenced your decision to purchase **DiamondLiving Underlayment**?

- Dealer's recommendation Style & Design Price
- Easy maintenance Durability Other _____

How was your floor installed?

- Professional installer Self

Where did you install **DiamondLiving Underlayment**?

- Living room/Family room Bedroom Dining room
- Kitchen Bathroom Other _____

Which **DiamondLiving Underlayment** design(s) did you select?

Names/Numbers:

Approximately how much underlayment did you install?
_____ Square feet or _____ rolls

Number of children under the age of 18 living with you: _____

Age group:

You:

Your Spouse:

- 18-24 25-34 35-49 18-24 25-34 35-49
- 50-64 65 + 50-64 65+

Is this home your:

- Primary Residence Vacation Home Income Property

Any additional comments you would like to share with us?

