



DIAMOND LIVING, LLC

03/15/2018



Limited Lifetime Laminate Flooring Warranty (January 2008 and later)

We guarantee to the original purchaser that **Diamond Living Laminates**, when installed by a certified installer who follows all, without exception, of the installation instructions, and is placed in a dry climate controlled indoor setting:

- Will not fade in color due to sun or artificial light.
- Will not stain from normal household consumable items such as food and drink.
- Will resist water damage from normal household activities when installed in accordance with provided installation instructions and not installed in an area with excessive moisture. Before installation, a moisture test, to determine if excessive moisture exists in the sub floor (using ASTM 1869 calcium chloride test) any levels above 3 lbs/1000 sqft or over 70% using an in situ probe (as per ASTM F2170) are excessive, **MUST** be performed on all subfloors. A 6mil polyethylene film vapor barrier **MUST** be used on concrete subfloor along with proper use of silicone sealant. A polyethylene film vapor barrier is not required over wood subfloors but moisture readings must be < 8% throughout the entire installation. **TO HAVE A VALID CLAIM, VERIFIABLE PREINSTALLATION MOISTURE TEST DATA MUST BE RETAINED AND PRESENTED AT THE TIME OF THE CLAIM.** This warranty does not cover moisture/liquid damage caused by, to include but not limited to, flooding, standing water (water remaining on a floor for more than one hour except for Diamond Living Laminates labeled as Water Resistant in their name/label as described below in this paragraph), appliance leaks, pet waste, mechanical failures, leaking pipes, or damage caused by moisture/liquid underneath the flooring, including but not limited to, damage from sub floor hydrostatic pressure.
- **Diamond Living laminates** sold after November 2017 are warrantied for 5 years to protect against surface spills of water and Pet Urine only for spills/urine lasting 72 hours or less on the floor. All spills/urine need to be dried within 72 hours or the warranty will be voided. Spills or pet urine that is allowed to remain longer than 72 hours inside a beveled edge and causes delamination or bubbles/blisters will void this warranty. Be sure to dry the bevel edges on all spills or urine to protect your warranty.
- This warranty does not cover water damage caused by flooding, standing water (water remaining on a floor for more than 72 hours), appliance leaks, pet waste, mechanical failures, leaking pipes, or damage caused by water underneath the flooring including damage from sub floor hydrostatic pressure. This product is subject to all the moisture testing and other requirements as listed above and below to have a valid surface spill warranty. The entire perimeter of the installation must be sealed with 100% silicone sealant. All expansion spaces must be filled with 3/8" compressible PE foam backer rod and covered with 100% silicone sealant. You must apply 100% silicone sealant to all moldings at the point of contact with the flooring surface and at all connections to doorframes or any other fixed objects.
- The wear layer will not wear through. For surface wear to be a warrantable occurrence, the surface wear-through must be readily visible in normal light and from all directions and from a distance of 6 feet and measure at least 1 square inch. Gloss fading is not wear-through.

Underlayment:

To have a valid Warranty, you must install a Diamond Living Underlayment under your **Diamond Living Laminate** flooring where appropriate.

This limited warranty does not cover any damages due to:

- Any damage caused by subfloor moisture or any surface moisture other than water is not a warranty claim and will be denied for any form of compensation. This includes, but is not limited to, **BUBBLES IN PLANKS, DELAMINATION ON ENDS OF PLANKS, SWELLING OF PLANKS, ETC. EXCESSIVE MOISTURE WILL CAUSE THE FINISH AND STAIN TO SEPARATE FROM THE PLANKS. THIS IS NOT COVERED BY DIAMOND LIVING OR ANY OTHER MAJOR MANUFACTURER WARRANTY. THIS TYPE OF CLAIM SHOULD BE FILED WITH YOUR HOMEOWNER INSURANCE CARRIER.**
- Abusive conditions including, but not limited to, damage from roller casters if protective floor mat is not used, heavy items placed on flooring without floor protectors, etc;
- Moldings of any type;
- Damages due to mats, improper Maintenance, failure to follow proper Installation or Care instructions such as but not limited to Damage from Vacuum cleaner beater bar or hard heads, Reduction in gloss level due to pebbles, sand or other abrasives, etc. are not covered; **USING UNAPPROVED CLEANERS SUCH AS MURPHY OIL, FLOOR POLISH, SHARK STEAMER, ETC. – THESE PRODUCTS WILL LEAVE A RESIDUE ON YOUR FLOOR THAT MAY NOT COME OFF AND/OR MAY CAUSE YOUR FLOOR TO MAR OR DELAMINATE.**
- Damages (marks, scuffs, scratches, dents, cuts, etc.) caused by, but not limited to, Insects, Acts of God, Fire, Flooding, Negligence, Improper fabrication, Improper installation, improper maintenance, Accidents, Misuse, Abuse, Appliances, Casters, Furniture, Pets, Burns, Construction, and planks being engaged or disengaged more than three times are not covered;
- Installation of flooring that contains any visible or known/should have known manufacturing defects;
- Failure caused by structural changes in the sub floor, uneven subfloor or damage to the subfloor due to settling of the structure;
- Unauthorized repair or replacement without express prior written approval from **DIAMOND LIVING, LLC** warranty center;
- This warranty is issued to the original purchaser and is not transferable. The original purchaser must, within 30 days of this purchase, register their purchase by mailing the **DIAMOND LIVING, LLC** Warranty Card (provided below) along with proof of purchase to the **DIAMOND LIVING, LLC** warranty center. **DIAMOND LIVING, LLC** is not responsible for undelivered or lost warranty information;
- **IT IS THE CONSUMER'S, INSTALLER'S, AND RETAILER'S DUTY TO INSPECT THE PLANKS BEFORE THEY ARE INSTALLED. DIAMONDLIVING, LLC WILL EXCHANGE, AT NO COST TO THE CONSUMER, ANY PLANK THAT THE CONSUMER, INSTALLER, OR RETAILER REASONABLY OBJECTS TO BEFORE INSTALLATION. THE CONSUMER, INSTALLER, AND RETAILER AGREE THAT BY INSTALLING A PLANK, THEY HAVE ACCEPTED THE COLOR, GLOSS AND ALL OTHER VISIBLE ASPECTS OF THE PLANK. ANY WARRANTY CLAIM, EXCEPT FOR STRUCTURE, FINISH, OR WEAR WILL BE DENIED;**
- Many laminate flooring products use the same décor design therefore, **TO FILE A WARRANTY CLAIM, YOU MUST RETAIN YOUR ORIGINAL INVOICE AND PROOF OF PURCHASE INFORMATION THAT PROVE:**
 - **YOU ARE THE ORIGINAL PURCHASER,**
 - **IT IS A DIAMOND LIVING PRODUCT, and**
 - **YOUR RETAILER'S INFORMATION, INCLUDING BUT NOT LIMITED TO, ALL COST AND SQUARE FOOTAGES;**

What will Diamond Living do if it is determined that there is a valid warranty claim:

- **FOR THE MATERIAL:** If any of the covered events listed above occurs within the warranty period, Diamond Living will, at its own discretion, replace or repair the failed portion of the product with the same product unless that product is no longer available. Under this warranty, only failed planks will be replaced, not the surrounding planks that are still performing. If the original product is no longer available, Diamond Living will, at its own discretion, replace the damaged product with a comparable product or refund the portion of the original purchase price of the failed flooring only.
- **FOR THE LABOR:** For the first two years after installation, Diamond Living will pay \$2 per sq ft to replace the failed flooring from the nearest wall. After two years but less than five years Diamond Living will pay \$1 per sq ft to replace the failed flooring from the nearest wall. After five years, no labor cost will be paid.
- If DIAMOND LIVING chooses to replace Flooring that fails to meet the warranty, it will only be replaced one time.
- **THIS LIMITED WARRANTY DOES NOT INCLUDE REMOVAL OR REPLACEMENT OF CABINETS, FIXTURES, RETAIL MARKUPS, INSTALLATION OR LABOR PROVIDED BY OTHERS OR SUPPLEMENTAL COST, INCLUDING BUT NOT LIMITED TO RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTELS, MEALS, OR MOVING AND STORAGE OF FURNITURE.**

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 TO DIAMONDLIVING, LLC BUILDING PRODUCTS TO HAVE A VALID WARRANTY!

DIAMONDLIVING, LLC
6606 FM 1488
Suite 148 #353
MAGNOLIA, TX 77354

WARRANTY REGISTRATION CARD:

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ Email: _____

Name and address of store where you purchased **Laminate Flooring**:

Purchase Date: _____

What most influenced your decision to purchase **Laminate Flooring**?

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

How was your floor installed?

- Professional installer Self

Where did you install **Laminate Flooring**?

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

Which **Laminate Flooring** design(s) did you select?

Color names/numbers:

Approximately how much flooring did you install?

_____ Square feet or _____ boxes

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

Age group:

You:

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

Your Spouse:

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

Is this home your:

- Primary Residence Vacation Home Income Property
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