Robbins Full Warranties

No hardwood floor in the industry is manufactured to higher quality standards than a Robbins hardwood floor. That's why we can back it with a warranty that is second to none. The Warranties described below are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended by Robbins Hardwood Flooring, Inc. and are effective on hardwood flooring products purchased after October 1, 1999.

Robbins offers different warranty levels depending on the product. To determine the category of your floor, please reference the information below:

Warranties On Both Solid and Engineered Floors
Full Premium Lifetime Warranty On All Premium Collection, Standard Collection and Value Collection Floors

Robbins warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If minor separations do occur, they are not covered by this warranty.

Full Finish Warranties

Robbins warrants, to the original purchaser, that from the date of purchase, the finish on its ForEver II™ (urethane) and ForEver II Satin™ (urethane) factory finished products, when used under normal residential traffic conditions and maintained under the recommended Robbins Maintenance System or equivalent, will not wear through or separate from the wood for the period specified for each of the respective warranties below, on all such products purchased after October 1, 1999:

Full 25 Year Finish Warranty On All Premium Collection Floors

Robbins warrants, to the original purchaser, that the finish will not wear through for the lesser of 25 full years or as long as the original purchaser owns the home, for all Robbins factory finished products with the ForEver II or ForEver II Satin finish in the Premium Collection. For details ask your dealer for a copy of our "Easy Care Maintenance" brochure number RHF-749.

Full 15 Year Finish Warranty On All Standard Collection Floors

Robbins warrants, to the original purchaser, that the finish will not wear through for the lesser of 15 full years or as long as the original purchaser owns the home, for all Robbins factory finished products with the ForEver II or ForEver II Satin finish in the Standard Collection. For details ask your dealer for a copy of our "Easy Care Maintenance" brochure number RHF-749.

Full 10 Year Finish Warranty On All Value Collection Floors

Robbins warrants, to the original purchaser, that the finish will not wear through for the lesser of 10 full years or as long as the original purchaser owns the home, for all Robbins factory finished products with the ForEver II or ForEver II Satin finish in the Value Collection. For details ask your dealer for a copy of our "Easy Care Maintenance" brochure number RHF-749.

Finish Warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives or insufficient protection on furniture. Use of floor care products other than those specially formulated for use on Robbins flooring, may damage your floor and may void the warranty.

Three Sanding Warranty On All 3/4" and Three-Ply 1/2" Thick Premium Collection and Standard Collection Floors

Robbins warrants, under normal residential wear conditions, that your 3/4" solid flooring or 1/2" engineered floor can be professionally sanded and refinished at least three times. We can offer this warranty because the thick wear surface on many Robbins products are up to twice as thick as that of other floors. This warranty is only valid if proper sanding and refinishing procedures, as defined by Robbins, are followed.

Additional Warranties Exclusively On Engineered Floors

Robbins engineered flooring is constructed of three plies bonded so that the grain of the center layer runs 90 degrees to the grain of the top and bottom layers. The cross-grained construction provides increased dimensional stability to the floor. Because of the unique advantages of such construction, Robbins provides to the original purchaser the following specific benefits for engineered flooring as long as you own your home.

Full Lifetime Adhesive Bond Warranty

Robbins warrants that its Big Bond™ polymeric resin adhesive and FusionLock™ urethane adhesive, when properly installed with Robbins engineered flooring products, will maintain its bond for as long as the original purchaser owns the home. Proper job site pre-inspection, installation and maintenance procedures must be followed. Adhesive breakdown caused by subfloor moisture damage and/or water damage, including but not limited to, broken water pipes, leakage or flooding, is not covered under this warranty.

Subfloor moisture is detailed below under the "Full Lifetime Subfloor Protection Warranty."

Full Lifetime Subfloor Moisture Protection Warranty

Robbins provides an additional subfloor moisture protection warranty against adhesive failure only for Robbins engineered hardwood flooring products, when properly installed with Robbins Big Bond or FusionLock, for as long as the original purchaser owns their home. This adhesive has been specially formulated for use with Robbins engineered hardwood flooring products. Before installation begins, all subfloors must be inspected for moisture problems to ensure that they are dry. Written documentation of this inspection must be obtained to validate this subfloor protection warranty. Subfloors with known moisture problems are not covered by this warranty. This Full Lifetime Subfloor Moisture Protection Warranty is limited to one repair or replacement.

Stability Over Radiant Heated Subfloors For All Premium Collection, Standard Collection and Value Collection Floors

Robbins warrants that all Robbins engineered flooring will not cup or buckle for as long as the original purchaser owns the home, when properly installed over radiant heated subfloors, with a surface temperature not exceeding 85° F, properly installed according to Robbins installation instructions and properly maintained in accordance with such instructions in the Robbins Easy Care Maintenance Brochure, number RHF-749. This warranty also applies to all unfinished engineered products.

One Sanding Warranty On All Three-Ply 3/8" Thick Premium Collection and Standard Collection Floors

Robbins warrants, under normal residential wear conditions, that your engineered floor can be professionally sanded and refinished at least one time. This warranty is only valid if proper sanding and refinishing procedures, as defined by Robbins, are followed.

Pre-installation Warranty On All Premium and Standard Collection Floors

Robbins warrants that after inspection of all flooring when removed from the carton, if any product does not meet the grading standards as described in the Robbins price list, return in the full carton to your dealer within 15 days after your purchase for a free replacement.

Here's What You Are Responsible For Under All Robbins Warranties

The necessary conditions for your coverage under all Robbins warranties are really nothing more than common sense steps. Just follow these guidelines and you are covered: Make sure that flooring is properly installed in accordance with the Robbins installation instructions provided with each carton. Properly maintain your new floor under the easy-to-follow Robbins Maintenance System. For details ask your dealer for a copy of our

"Easy Care Maintenance" brochure number RHF-749. If you are unable to obtain a copy, please call Robbins Customer Service at 1-800-233-3823, and we will send one to you.

Robbins Warranty Protection Means...

If, in the unlikely event, any portion of your floor should fail with respect to the provisions of these warranties, Robbins, at its sole option, to the original purchaser, will repair, refinish or replace such portion, at no cost to you with the same product or another product of equal value. In the unlikely event Robbins is unable to correct the failure after a reasonable number of attempts, Robbins will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Robbins retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact Robbins at: Armstrong World Industries, Inc., 2500 Columbia Avenue, Lancaster, PA 17602, Attn: Consumer Solution Center. Claims must also be filed within the warranty coverage period, and information verifying date of purchase and purchaser will be requested. Robbins reserves the right to have a designated Robbins representative inspect the floors and to have samples removed for technical analysis.

Robbins warranties are not transferable.
No installer, retailer or distributor, or agent or employee of Robbins Hardwood Flooring, Inc., has the authority to alter the obligations or limitations of any Robbins warranty.
Please register your warranty by completing the warranty registration form and returning it to Robbins within 30 days of the purchase date. Failure to return the warranty registration form does not void the terms of this warranty.

Warranty Disclaimers and Exclusions

Color variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear.
Robbins is not responsible for color variation of product and/or samples for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots, are not considered defects.
Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
Installations must be performed in accordance with all Robbins Installation Instructions.
It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Robbins accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
Damage due to water and/or moisture, including but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters, is excluded from Robbins warranties.

WARRANTY EXCLUSIONS

ROBBINS WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE, CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT OR EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND, OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEEL SHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, FAILURE TO FOLLOW ALL THE MANUFACTURER'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, INSUFFICIENT PROTECTION, MISUSE, OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT.

ROBBINS WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS, OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY.

NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS THRIFT, ANTIQUE, TAVERN, BARGAIN OR CABIN GRADES, SECONDS, ECONOMY GRADE, OR NON-STANDARD ITEMS. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS".

THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. ROBBINS ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND FOR DEFECTIVE PRODUCTS.