

**The perfect warranties.**

**The perfect products.**

**The perfect fit.**



## ***Warranty Introduction***

Congratulations! You have just purchased the highest quality laminate flooring backed by some of the most complete warranty coverage available. Witex Laminate Floors offer a range of decors, durabilities and warranties to suit individual needs. We invite you to locate the specific collection that you purchased on this brochure, review the applicable warranty and return the attached Owner Registration Card. If you have any questions please contact a Witex representative at 800-948-3987. Thank you for your business!

## ***Maintenance and Care***

***Witex Laminate Flooring is an excellent choice for easy maintenance and long-lasting beauty.***

- Cleaning your laminate floor is simple—dirt and dust are easily removed with a vacuum featuring a hard-surface attachment or a broom.
- For more difficult-to-remove soil, use a cloth moistened very lightly with plain water. Then wipe the surface with a clean dry cloth. Under no circumstances should the floor be wet-mopped.
- Heavier stains, such as crayon, felt-tip markers, etc., may be removed with Witex Easy Clean™ laminate floor cleaner available through your dealer.
- Witex Laminate Flooring needs no special treatment—never use soap solutions, waxes, sealers, polishes, or any abrasive materials.
- Protect the flooring in high traffic areas and from excessive tracking of outside dirt and soil with walk-off mats at all entrances.
- Witex Laminate Flooring is best maintained in a balanced room climate with 45-65% relative humidity at normal room temperature (68° - 72° Fahrenheit).
- Chemical spills such as acids, alkalis or petrochemicals should be removed promptly using appropriate methods. The floor should then be cleaned with a laminate cleaner and dried with a soft absorbent cloth to prevent any residue from remaining on the flooring surface.

# Warranty Chart



	Moisture	Wear	Stain	Fade	Abrasion Resistance	Recommended Use	Warranty Duration		
<b>RESIDENTIAL</b>	Speedy Collection*	•	•	•	•	AC2	MODERATE	<b>15</b>	All products carry a <b>Lifetime Structural Integrity Warranty.</b>
	LocTec Collection*	•	•	•	•	AC3	GENERAL	<b>20</b>	
	Casa Collection*	•	•	•	•	AC3	GENERAL	<b>25</b>	
	Country LocTec Collection*	•	•	•	•	AC4	HEAVY	<b>30</b>	
<b>COMMERCIAL</b>	LocTec Collection*		•	•	•	AC3	MODERATE	<b>5</b>	All products carry a <b>Lifetime Structural Integrity Warranty.</b>
	Casa Collection*	•	•	•	•	AC3	MODERATE	<b>5</b>	
	Country LocTec Collection*	•	•	•	•	AC4	GENERAL	<b>10</b>	

\*Includes Comfort and Plus Collections

## Lifetime Structural Integrity Warranty

Witex USA, Inc. provides a Lifetime Structural Integrity Warranty for all Laminate Flooring Collections. Witex warrants that the Collections will remain free from defects in lamination, assembly, and milling for a lifetime. This warranty covers the Collections in their original manufactured state and applies to the original purchaser for as long as the purchaser owns his/her home.

## Residential and Commercial Use Warranties

In addition, Witex provides Residential and Commercial Use Warranties that cover the following criteria (see chart for coverage):

**Wear** - The decorative laminate surface will not wear through.

**Fade** - The floor will not fade due to exposure from sunlight or electrical light.

**Stain** - The surface will not stain.

**Moisture\*** - All Speedy and LocTec Collections will not be damaged by topical moisture (i.e., spilled liquids, bathroom moisture). All Country LocTec and Casa Collections will not be damaged by either topical or excessive moisture (i.e., leaking pipes or appliances).

\*Limitations apply for commercial use.

## Additional Commercial Use Information

Witex Laminate Flooring must be used only in dry interior commercial areas with general to heavy traffic such as Retail Shops, Classrooms, Dance Floors, Fitness Clubs, Churches, Hotel Rooms, Doctors' Offices, Showrooms, Art Galleries, etc. Excessive moisture guarantee applies to residential use only.

## Witex Laminate Flooring Residential Use and Commercial Use Warranties are limited warranties made subject to the following conditions:

- The flooring must be installed and maintained in accordance with the instructions that accompanied the product. Improper sub-floor/surface preparation, installation, or application will void this warranty.
- A Witex-approved underlayment must be used for all installations of Witex Laminate Flooring. To validate warranty for installations on concrete sub-floors or below grade level, a Witex-approved underlayment must be used as a vapor barrier. For installations on radiant heated floors, a Witex-approved underlayment must be used to allow heat flow.
- Visible flaws/discrepancies present at the time of installation must be reported within 72 hours of installation to claim as a warranty issue.
- This warranty does not cover wear or damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided by the manufacturer, physical abuse to or misuse of the product, accidents causing scratching, urine stains, impact or cutting, freight damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized Witex dealer, or any wear or damage caused by acts of nature.
- Topical and excessive moisture damage will only be warranted if the moisture exposure is limited to a twenty-four hour period.
- The affected area should be visible from a standing position and cover a minimum area of 1/2 square inch.
- Repair and/or replacement is limited to one occurrence.

If Witex USA, Inc. accepts a claim under Witex Warranty, it will repair or replace at its option the affected flooring material and cover associated labor costs. In cases of negligence during installation where pre-installation inspection of materials has not occurred, there will be no labor cost reimbursements. Witex will replace the panel(s) in the original

décor if available and of equal or greater value if the original is not available. Replaced panels are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty. Witex does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. It extends to the original end-consumer.

Any warranty claim must be made in writing within 30 days after a defect has been detected. To make a claim, contact your retailer. Proof of purchase is required when requesting warranty service.

You must present or send to Witex Customer Service your sales receipt or other documents that establish proof and date of purchase. Any controversy arising out of or relating to this warranty, or the breach thereof, shall be settled by the binding arbitration administered by the American Arbitration Association in Atlanta, Georgia under the AAA commercial arbitration rules, and the law of the State of Georgia shall govern this warranty.

**WITEX SHALL NOT BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGE(S) ARISING OUT OF BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY (INCLUDING MERCHANTABILITY). This warranty constitutes the entire agreement of the PARTIES, and no waiver or amendment shall be valid unless in writing and SIGNED BY AN AUTHORIZED REPRESENTATIVE OF WITEX USA, INC. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**

**THIS WARRANTY SUPERSEDES ALL PREVIOUS WARRANTIES.**

# Warranty Registration

(Please complete, detach, and return this warranty card within 30 days of purchase.)

Name _____  Address _____  City, State, Zip _____  Purchase Date / Pattern # / Sq. Ft. _____  Dealer Name _____  Dealer Address _____  Dealer City, State, Zip _____	How was your laminate flooring installed? Professional Installation <input type="checkbox"/> Self-Installation <input type="checkbox"/>  Where was your Witex Laminate Flooring installed? Living Room <input type="checkbox"/> Family Room <input type="checkbox"/> Dining Room <input type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Hallway <input type="checkbox"/> Foyer <input type="checkbox"/> Den <input type="checkbox"/> Other _____ Commercial Application <input type="checkbox"/>  What is the approximate value of your home? Under \$50,000 <input type="checkbox"/> \$50,000 - \$80,000 <input type="checkbox"/> \$80,000 - \$100,000 <input type="checkbox"/> \$100,000 - \$150,000 <input type="checkbox"/> \$150,000 - \$200,000 <input type="checkbox"/> Over \$200,000 <input type="checkbox"/>	How many people live in your household? _____  Which person in your household most influenced the decision to install Witex Laminate Flooring? _____  For commercial application, how many people are employed in the location? _____  What factors most influenced you in your purchase of Witex Laminate Flooring? Advertising <input type="checkbox"/> Price <input type="checkbox"/> Warranty <input type="checkbox"/> Recommendation <input type="checkbox"/> Appearance <input type="checkbox"/> Easy Maintenance/Care <input type="checkbox"/> Quality/Durability <input type="checkbox"/> Other _____
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AFFIX  
STAMP  
HERE



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