



Warranty and floor maintenance

Residential Limited Lifetime Warranty

Berry Floor laminated floors are warranted under normal conditions of use from the date of purchase by the original customer. This warranty covers defects in materials or workmanship relating to joint integrity, wear, staining, fading and topical moisture resistance, provided that:

- The boards were checked for visible defects prior to the installation. Boards with visible defects are NOT to be installed. Complaints for such defects will not be accepted after the installation;
- The product was installed in areas that correspond with its intended use, and in accordance with the appropriate classification referred to in the installation instructions and on the box;
- The product was installed, and is maintained in accordance with Berry Floor's recommendations;
- The product has not been treated in any way after laying (e.g. polished or waxed).

The Warranty does not cover:

- Mechanical damage resulting from installation errors, improper installation, or any other use that is not in accordance with the installation instructions, including any and all alteration(s) made to the boards. This includes non-residential use;
- Accidents, misuse or abuse, e.g. scratches, cracks, dents, blows etc. caused by falling or dropped objects, scratches and finish damage caused by sand, grit, or other abrasive materials, cuts, gouges, etc, regardless of whether these are caused by a contractor, a service company or the consumer;
- Damage caused by improper maintenance or by the use of unsuitable cleaning agents;
- Use of Berry Floor laminate in areas of extreme humidity and dampness (e.g. sauna, pool,). Contact with excessive moisture must be avoided. Flooding, standing water or water that is trapped between the subfloor and Berry Floor laminate floor.

If you have a Complaint

- If a defect appears in materials or workmanship in the first 6 years after delivery, Berry Floor will provide, at its discretion, either free replacement of the defective boards (not including labor) or a refund of the purchase price for the boards concerned. If a defect arises in the seventh year or later, Berry Floor will provide a refund of the purchase price for the defective boards for an amount that diminishes pro rata at 5% per year, over the duration of the warranty to account for normal wear and tear. This refund will be granted as a discount towards the purchase of a new Berry Floor floor.
- After noticing a defect, you should inform the retailer where you bought the floor. This has to be done in writing, and a copy of the original receipt should accompany the claim. This guarantee may only be invoked if the problem involves at least 1 square inch of a board. Berry Floor may decide to carry out an inspection to determine the precise circumstances of the problem.
- This warranty does not cover any consequential or special incidental charges, damages or losses.

Length of Coverage

The warranty extends to the useful lifetime of the product, and is for the original enduser. It is not transferable. In order for the warranty to apply, it must be registered. To register, complete the Registration Certificate on the inlay in the box and return together with a copy of the sales receipt within 30 days of the date of purchase.

State Law

This warranty grants you specific legal rights, and you may also have other rights, which may vary from state to state.

Maintenance

Easy to care for, just sweep or vacuum (using a soft brush attachment) your Berry Floor laminate floor periodically. When needed, Berry Floor may be cleaned with a dry dust mop using a light mist of dedicated laminate cleaner. Mist the floor, and then immediately mop the floor dry. No further treatment of the surface is required.

Do not use any soap polishes, detergents, soaps, oils or waxes. The residue from such products may leave a film on your Berry Floor laminate floor, leaving footprints visible as you walk over the floor.

Never use scouring pads or steel wool on your Berry Floor laminate floor as surface damage may occur as a result.

Spot removal: difficult stains such as ink, blood, shoe polish or paint can be removed by applying a small amount of acetone (follow manufacturers directions and recommendations) and then blotting the surface. Use sparingly and only in the immediate area on the floor where the stain is located. Always observe the safety procedures recommended by the manufacturers of these cleaners.

For gum and wax type stains, allow them to harden and scrape with a dull plastic scraper.

Use walk-off or entry mats both outside and inside all outside doors to collect dirt and soil from shoes.

Use protective furniture coasters and felt pads under furniture legs.

Use clear plastic mats under any rolling chairs (these may be purchased at an office supply store).

NEVER wet-mop the floor.

NEVER use steam cleaners on a laminate floor.

If you observe these very simple cleaning guidelines, then we are absolutely convinced that you will thoroughly enjoy your Berry Floor laminate floor!