

# **SOCOC LTD**

## **RESIDENTIAL LAMINATE WARRANTIES**

### ***Limited Warranties for Drop & Lock Laminate Floors***

#### **13.5MM DROP & LOCK® LAMINATE FLOORING WARRANTY GUIDE**

- 25-Year Limited Residential Warranty**
- 5-Year Limited Commercial Warranty**

#### **What Is Covered And For How Long?**

Sococ Ltd. ("Sococ") guarantees to the original purchaser ("Buyer"), for 25 years from the date of original purchase, and in a residential indoor setting, that:

- the surface of panels will not show wear-through
- the panels will not fade from sunlight or normal artificial lighting
- the panels will not stain
- the panels will be free from manufacturing defects
- the panels will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used
- the panels will not unlock at the seams

#### **How Do I Get Service?**

We want you to be happy with your Sococ. If you are not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions please call us at **1.206.467.8888**.

#### **PLEASE KEEP YOUR RECEIPT.**

Sococ needs the receipt in order to verify date and proof-of purchase to resolve any problems that may occur.

#### **What Is Not Covered By This Warranty?**

This warranty does not cover damage caused by:

- Improper workmanship, or installation not in accordance with Sococ's installation instructions
- Negligence, improper installation and/or maintenance
- Improper alterations to the original materials
- Exposure to extreme heat, burns, fire, natural disasters or Acts of God
- Accidents, abuse, misuse and/or chemical damage
- Abnormal wear and tear such as damage caused from spike heel shoes, pets, insufficient protection from furniture, pebbles, sand and other abrasives

- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, pipes or natural disasters
- Planks coming apart at the seams because they have been engaged/disengaged more than three (3) times
- Damage caused by vacuum cleaner beater bars and hard or metal caster wheels.
  - When vacuuming, we recommend using the wand attachment on your vacuum
  - If rolling casters are used, we recommend only soft wheels that are wide enough to support the weight
- Damage caused by pet urine (which has not been promptly wiped up and removed)

This limited warranty covers the repair or replacement, at the manufacturer option, of the affected laminate flooring panels. If repair is not commercially practicable, or if the design or model line that is claimed for is no longer available, the manufacturer will replace the affected materials with another design or model line of equal value.

This limited warranty is not transferable, and applies only to the Buyer. The above constitutes the customer sole and exclusive remedy for claims under this limited warranty. This limited warranty constitutes the entire agreement between the parties.

#### **What Is Excluded From This Warranty?**

Sococ and the retailer exclude and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

#### **Please Note:**

Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Warranty Revised Version January, 2010.