

Manufacturer's Warranty

Rules and Restrictions



Updated: August 17, 2018

LIMITED LIGHT COMMERCIAL WARRANTY DISCLAIMER FOR FOREST CLICK (WPC) & WILD WOOD (LVT) PRODUCTS

THIS LIMITED LIGHT COMMERCIAL WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES ARE HEREBY BEING EXPRESSLY DISCLAIMED. IN.id, Inc. warrants both Forest Click (WPC) & (LVT) products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below. If a defect covered by this warranty is reported to IN.id, Inc. in writing within the specified length of warranty life (*see below*) from the time of purchase, IN.id, Inc. will furnish the WPC or LVT flooring of similar color, pattern, and defect-free. Based on the legitimacy of the claim, IN.id, Inc. ensures one or up to all of the following:

- a) Repairing the defective area
- b) Replacing the floor if at our discretion, if deemed necessary
- c) In some rare cases, if your floor was professionally installed, we may also pay reasonable labor costs for the direct repairs or replacement after a proper investigation has been conducted

WPC Floors	LVT Floors	SPC Floors
<ul style="list-style-type: none"> • 10 Years for Light Commercial Wear Warranty • 15 Year Residential Wear Warranty 	<ul style="list-style-type: none"> • 3 Years for Light Commercial Wear Warranty • 15 Year Residential Wear Warranty 	<ul style="list-style-type: none"> • 10 Years for Light Commercial Wear Warranty • 15 Year Residential Wear Warranty

**Hotels are considered to be Light Commercial Wear*



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WARRANTY OWNER

This warranty applies only to Professionally Installed for the purpose of residential end-use and/or will not exceed LIGHT commercial use. This warranty is limited only to the original owner and cannot be transferable in any way. The product receipt(s), any moisture/relative humidity testing documentation (if applicable), and the professional installation receipt(s) will be required to file a legitimate claim. If you wish to file a warranty claim, please contact the seller to fill out a warranty claim form. In the event that you have a flooring concern, IN.id may cover the cost(s) of hiring an independent inspector if deemed necessary. Keep in mind, if the inspection report concludes the defect and/or issue was a result of an installation error and not a manufacturer's defect, the buyer will be held financially responsible for the inspection fee/cost.

OWNERS' RESPONSIBILITY AND DUE DILIGENCE

1. Ensure that IN.id, Inc. products come in their original packaging and are free from any visible damage, tampering and/or defects.
2. Inspect all material for correct color, design, size, and that the adequate quantity has been purchased for installation.
3. All products should be visually inspected before installation for color and style, to minimize possible shade variations. Mix flooring from several different cartons upon installation for best results.
4. It is the buyer's inherent responsibility to conduct his or her due diligence by properly inspecting products prior to installation. Failure to do so may result in a void in warranty.

This warranty covers manufacturing defects when the flooring is subject to normal residential use provided the flooring covered by this warranty is installed and maintained in accordance with our Installation and Maintenance Guide found at www.inidusa.com



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WARRANTY EXCLUSIONS

- Damage(s) caused by fire, flooding, intentional abuse, or moisture intrusion.
- Damage(s) caused by malice, negligence, and/or improper installation.
- Discoloration from a natural light source or moisture of underlayment panels.
- Damage(s) caused by improper maintenance.
- Floors that are installed in other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted 'LIGHT' commercial/commercial).
- Installation-related error and/or damage including unacceptable subfloors.
- Any damage AFTER installation.
- None of our installers, distributors or affiliates, are authorized to alter or modify the obligations, limitations, scope, or exclusions of the term for the warranties.
- We exclude and will not be liable for pay incidental, consequential, or special damages under our warranties. By this, we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product(s) specified.
- To the extent permitted by law and for all non-consumer products, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty.
- This limited product warranty does not cover the installation of the product, even though IN.id will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed and the flooring product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations that are not performed according to our requirements, void the product warranty. Damage or issues with the flooring related to improper installation are not covered.