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Houston, TX 77047
Toll-free: 877.982.3818
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Limited Warranty For Residential USE

1. Naturesort warrants that your Naturesort Laminate Flooring panels (“panels”) will be free from manufacturing defects and, for the applicable warranty period, under normal light or sunlight, stain or show wear through the image layer and will resist water damage.
2. The warranty time for 8 mm Classic Collection is 15 years, from the date of purchase.
3. The warranty time for all Naturesort 12mm collections is 25 years, from the date of purchase.

*Normal household conditions means those daily activities commonly associated with residential use.

*All spills and liquids should be removed promptly.

LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

1. Naturesort warrants that your Naturesort Laminate Flooring panels (“panels”) will be free from manufacturing defects and, for a period of 5 years following the date of purchase, under light commercial use, will not fade under artificial light or sunlight, stain or show wear through the image layer.

*Light commercial is defined as environments that do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. If there is any question as to whether the site is determined to be light

REMEDIES AVAILABLE TO YOU

1. If a panel fails to perform as stated in the applicable Limited Warranty, Naturesort will, at its option,
 - (i) Repair the panel without charge to conform to the warranty; or
 - (ii) Replace the panel without charge with a panel from the same collection, if it is still available, or a panel of equal pay for the professional labor cost to install your replace result of a warranty claim, you will be required to clear at sequent to the original installation.
2. Warranty coverage for a replacement panel will be limited to the remaining time of the original warranty.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, NATURESORT WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY NATURESORT COVERING THIS PRODUCT.

Other rights which vary from State to State in the U.S. or Province to Province in Canada.

IF YOU HAVE A WARRANTY CLAIM . . .

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation. You can also simply call Naturesort Customer Care at 1- 877-982-3818. Proof of purchase is necessary (store receipt) to verify all warranty claims. Our representatives will provide you with helpful information to address your concern, or walk you through the easy steps to ensure that your claim is processed quickly and fairly.

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Houston, TX 77047
E-mail: Info@naturesort.com

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

1. Naturesort's Limited Warranties apply only to floors purchased after March 21, 2011. Proof of purchase is necessary to verify all warranty claims.
2. The Limited Warranties do not apply to "seconds" or "mill trial" grade products.
3. The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
4. The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation.
5. The Limited Warranties apply only to products installed indoors.
6. The Limited Warranty that Naturesort's Laminate Flooring panels will resist water damage is subject to the following:
 - The Limited Warranty does not apply to the general gap between two panels. Customers need to ask Naturesort for products that has been waxed on each panel edges
 - The Limited Warranty covers only topical moisture resulting from normal household use, such as wet shoes, liquid spills or dripping while exiting the bath, tub or shower, provided such topical moisture is promptly removed.
 - The Limited Warranty excludes damage caused by flooding, running water or standing liquids.
7. The Limited Warranties do not cover construction related damage.
8. The Limited Warranty does not cover damage caused by pet urine.
9. The Limited Warranties do not cover panels that have been installed with obvious visual defects.
10. The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
 - loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
 - damage resulting from failure to follow floor care instructions.
 - scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, or other objects.
 - damage caused by chemicals, burns, fires and other accidents.
 - damage caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
 - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.Protectors must be the same diameter of the object and rest flat on the floor.
11. The Limited Warranties do not cover variations of color, shade or texture of the panels you purchase from those shown on samples or photographs.
12. Laminate flooring is intended to be free floated, and therefore should not be bound at anytime. If a heavy object is placed on the flooring, and a buckle area is formed, then Naturesort recommends the object is moved to a different location.

NATURESORT FLOOR CARE INSTRUCTIONS

1. A Naturesort Laminate Floor is the closest thing there is to a "maintenance free" floor. The melamine-impregnated surface with aluminum oxide makes it resistant to dirt and dust. Ordinarily vacuuming or sweeping is usually sufficient to keep the floor clean. If needed, occasionally clean with a cloth or mop (micro-fiber or terrycloth hooded) slightly moistened.
2. IMPORTANT TIPS:
 - Never flood the floor with water.
 - Do not use soap-based detergents, as these may leave a dull finish on your floor.
 - Do not use abrasive cleaners, steel wool or scouring powder, as these may scratch your floor.
 - Never wax, polish, sand or lacquer a Naturesort Laminate Floor.
 - Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
 - For furnishings, use wide-bearing, non-staining floor protectors, such as clear, hard plastic or non-staining felt protectors, for heavy furnishings.
 - Promptly remove all liquid spills, including pet urine.

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3. The overall stain resistance of our Naturesort Laminate floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.