



## Laminate Roxston Warranty & Installation

### LIMITED WARRANTY FOR RESIDENTIAL USE

Roxston Laminate Flooring warrants that your Roxston 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 not wear through under normal household wear\*\*

\*The applicable warranty period is 25 years for Country Elegance, Urban Charm, Illusions, Distinctions and Cottage Stone; measured 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.

### REMEDIES AVAILABLE TO YOU

If a panel fails to perform as stated in the applicable Limited Warranty, Roxston 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 value and/or quality. If your floor was installed by a professional flooring contractor hired by you, Roxston will also pay for the professional labor cost to install your replacement floor. If Roxston repairs or replaces a panel as a result of a warranty claim, you will be required to clear at your expense any items placed over the affected area subsequent to the original installation.

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, ROXSTON WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

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.

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

### 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.

For your reference, fill in the following information and keep this sheet handy:

Pattern number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Retailer where Roxston was purchased:

\_\_\_\_\_

Store Name: \_\_\_\_\_

Store Phone number: \_\_\_\_\_

## LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- › The Limited Warranties do not apply to “seconds” or “mill trial” grade products.
- › The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- › 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.
- › The Limited Warranties apply only to products installed indoors.
- › The Limited Warranty that Roxston's Laminate Flooring panels will resist water damage is subject to the following:
  - › 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.
  - › The Limited Warranty does not apply to panels installed in wet areas unless they are installed in accordance with Roxston's recommended installation guidelines for wet areas as set forth in the Roxston Professional Installation Guide, a copy of which may be obtained by going to [www.melmart.com/roxston](http://www.melmart.com/roxston)
  - › The Limited Warranties do not cover construction related damage.
  - › The Limited Warranty does not cover damage caused by pet urine.
  - › The Limited Warranties do not cover panels that have been installed with obvious visual defects.
  - › The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
    1. loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
    2. damage resulting from failure to follow floor care instructions.
    3. scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, or other objects.
    4. damage caused by chemicals, burns, fires and other accidents.
    5. damage caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
    6. 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.
- › The Limited Warranties do not cover variations of color, shade or texture of the panels you purchase from those shown on samples or photographs.
- › The Limited Warranties do not cover panels that have been stored or installed in areas that are persistently wet (e.g. saunas or bathrooms with showers or tubs).
- › Laminate flooring is intended to be freecoated, and therefore should not be bound at anytime. If a heavy object is placed on the flooring, and a buckle area is formed, then Roxston recommends the object is moved to a different location.

## ROXSTON FLOOR CARE INSTRUCTIONS

A Roxston 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 with Bona Laminate Floor Cleaner

### 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 Roxston Laminate Floor.
- › Use doormats outside and inside 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.

The overall stain resistance of our Roxston 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.

### Maintenance Chart

Promptly remove all liquid spills, including pet urine.

Stain Problem	Procedure
Juice, Wine, Grease, Chocolate	Dampen a rag with Bona Laminate Cleaner and spot clean.
Cigarette Burns, Asphalt, Shoe Polish, Paint, Ink, Crayon, Dried Foods, Nail Polish	Dampen rag with alcohol or nail polish remover and spot clean.
Candle Wax, Chewing Gum	Allow to harden and gently scrape with plastic scraper.