



# **RIGID CORE SPC FLOORING**

Limited Residential & Light Commercial Warranty

Before starting installation, it is important to read and understand all instructions and warranty information. By starting installation of Eternity Flooring products, you are agreeing that you have read and understand all installer and property owner requirements and responsibilities, and are aware that deviating from the instructions and recommendations in the warranty and installation guides may result in voiding the product warranty.



# RIGID CORE SPC FLOORING

## Limited Residential Warranty

Eternity Floors warrants our Rigid Core SPC products to be free from manufacturing defects. Rigid Core SPC flooring installed indoors in a climate controlled area in accordance with Eternity's Installation Guide will not warp, cup, or buckle. Rigid Core SPC flooring maintained in accordance with Eternity Floors Maintenance Guide will not wear out, fade, or stain under normal household conditions for a specified length of time from date of purchase as set forth below. This warranty applies only to the original end user and proof of purchase is required for all claims.

## Limited Light Commercial Warranty

Eternity Floors warrants our Rigid Core SPC products to be free from manufacturing defects. Rigid Core flooring installed indoors in a climate controlled area in accordance with Eternity's Installation Guide will not warp, cup, or buckle. Rigid Core SPC flooring maintained in accordance with Eternity Floors Maintenance Guide will not wear out, fade, or stain under light commercial use for a specified length of time from date of purchase as set forth below. This warranty applies only to the original end user and proof of purchase is required for all claims.

## Limited Lifetime Waterproof Warranty

Eternity Floors Rigid Core SPC Flooring is warranted to be 100% waterproof and the structural integrity of the flooring planks will not be significantly diminished by exposure to water for the life of the product. These products are not to be used as a moisture barrier and this warranty does not cover damages due to sub floor moisture or mold/mildew growth due to prolonged moisture exposure. This warranty does not cover any damage to the floor and/or surrounding structures caused by casualty events involving water coming into contact with your floor and failures normally covered by homeowner's insurance including but not limited to damages caused by flooding, standing water, leaky pipes, leaky faucets, household appliances, or hydrostatic pressure.

## Rigid Core SPC Flooring Warranty Periods

COLLECTION	WEAR LAYER	APPLICATION	WARRANTY
4.5mm Livingston	12MIL	RESIDENTIAL & COMMERCIAL	20 YEARS RESIDENTIAL / 5 YEARS LIGHT COMMERCIAL
5.0mm READY+LOCK+GO	12MIL	RESIDENTIAL & COMMERCIAL	20 YEARS RESIDENTIAL / 5 YEARS LIGHT COMMERCIAL
5.5mm MegaCore	12MIL	RESIDENTIAL & COMMERCIAL	20 YEARS RESIDENTIAL / 5 YEARS LIGHT COMMERCIAL
5.5mm Grand Heritage	20MIL	RESIDENTIAL & COMMERCIAL	25 YEARS RESIDENTIAL / 5 YEARS LIGHT COMMERCIAL
5.0mm Nordic	20MIL	RESIDENTIAL & COMMERCIAL	50 YEARS RESIDENTIAL / 10 YEARS LIGHT COMMERCIAL
5.5mm Paladin	20MIL	RESIDENTIAL & COMMERCIAL	30 YEARS RESIDENTIAL / 5 YEARS LIGHT COMMERCIAL
5.5mm Sterling , Meridian & Spectrum	20MIL	RESIDENTIAL & COMMERCIAL	30 YEARS RESIDENTIAL / 5 YEARS LIGHT COMMERCIAL
6.5mm Provincial	20MIL	RESIDENTIAL & COMMERCIAL	50 YEARS RESIDENTIAL / 10 YEARS LIGHT COMMERCIAL
6.5mm Avant	20MIL	RESIDENTIAL & COMMERCIAL	LIFETIME RESIDENTIAL / 10 YEARS LIGHT COMMERCIAL
6.5mm Paramount	20MIL	RESIDENTIAL & COMMERCIAL	LIFETIME RESIDENTIAL / 10 YEARS LIGHT COMMERCIAL
6.5mm Valiant	20MIL	RESIDENTIAL & COMMERCIAL	LIFETIME RESIDENTIAL / 10 YEARS LIGHT COMMERCIAL
6.5mm Atelier	20MIL	RESIDENTIAL & COMMERCIAL	LIFETIME RESIDENTIAL / 10 YEARS LIGHT COMMERCIAL

## Terms

- To file a claim, please contact the Authorized Eternity Flooring Dealer where the floor was purchased.
- This warranty applies only to the first owner and first installation of the product and is not transferable.
- Claims for wear must show a minimum dime sized area.
- The warranty only applies to defects inherent to the material supplied, this means any material or production defects acknowledged by the manufacturer. Eternity Floors will repair or replace the product at its option, when replacement is made, only new panels from the current product range at the time of the complaint will be supplied. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects which were not visible before or during the installation of the floor. Flooring must be checked for defects before installation and under sufficient lighting and planks deemed defective must not be installed under any circumstance.
- Eternity will not be responsible for any loss of time, inconvenience, expenses, costs, or consequential damages caused by or resulting directly or indirectly from a problem pertaining to the claim.



- Eternity Flooring reserves the right to inspect the flooring and to remove samples for additional evaluation. Any attempt to repair or replace the flooring without consent from Eternity Floors will void this warranty. Eternity Flooring does not allow or authorize any third parties to alter this warranty.

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## Exclusions

- Damage or failure arising from improper installation, excessive sub floor moisture, inadequate sub flooring, or inadequate sub floor prep
- Dragging or rolling heavy object(s) on wheels can damage floor surface and/or locking mechanism. Use of 1/8" Masonite is recommended during installation to protect the floor from indentations, wheel marks, or pivot point damage. Protective paper such as ram board or cardboard may not prevent these types of damage.
- Damage or failure due to a radiant heated sub floor not in compliance with Eternity's installation guide/requirements
- Construction related damage including but not limited to damage caused by adhesives or tape
- Planks installed with visible defects
- Product deformities that are not measurable or that are only visible at a certain angle or in a certain light
- Color or gloss inconsistency between samples, replacement product, or illustrations and actual product. Color or gloss inconsistency resulting from adding material/different lot and at a later date.
- Damage or discoloration caused by accidents, chemicals, fire, flood, moisture, mold or mildew.
- Squeaking Noises, Damage to planks and click joints due to heavy rolling loads or uneven sub floor
- The use of two different locking systems or flooring sold as irregulars, trial grade material, or "as-is"
- Damage or indentations caused by abuse or from failure to follow Eternity Flooring Maintenance instructions including but not limited to:
  - o dragging objects across the floor, damaged shoes/heels, pets with unclipped nails to scratch or damage the floor.
  - o use of mats not labeled non-staining
  - o use of rolling caster wheels without non-staining floor mat or furniture without non-staining floor protectors
  - o use of vacuum cleaner beater bar
  - o use of steam mops
  - o not cleaning and wiping off liquid spills, food, or urine immediately with damp mop. Avoid using strong chemicals like acetone, peroxide, strong bleaching solutions which may damage the scratch resistance coating of the floor.
- Loss of gloss, buildup of dulling film, gouges, indentations, scuffs or scratching
- Discoloration, fading, or normal changes in color from heat, intense artificial light, or direct sunlight
- Damage or indentations in the following environments:
  - o areas that are not climate controlled. Always maintain controlled environment temperature between 60 and 85°F.
  - o areas exposed to extreme heat or cold including but not limited to saunas
  - o areas where commercial cleaning machines will be used
  - o areas where walkers and wheelchairs are used
  - o areas exposed to movement of heavy objects, displays, piano, racks, dentist chairs etc. – it may exert extreme stress and compromise the locking system.
  - o areas that are exposed to direct sunlight for extended periods of time. Use drapes or blinds to minimize direct sunlight during peak sunlight hours for sliding doors and/or large windows
  - o save a couple cartons of floor in case of accidental damage. Always seek professional advice for plank replacement.
  - o use protective pads or coasters under furniture to prevent indentation and scratches.
  - o use doormats at points of entrance to trap dirt and debris from shoes. Door mat can also prevent floor discoloration. Avoid using rubber-backed rugs, as they may stain or discolor the floor. If you have an asphalt driveway, use a heavy-duty doormat at your main door, as chemicals in asphalt can cause the flooring to turn yellow.
  - o damage from chairs with small wheels. Office chairs can cause heavy wear and tear over time due to concentration of motions and heavy loads on a small area of the floor. Always place protective mat under this type of activity.



## If You Have A Claim

Contact the Authorized Eternity Flooring Retailer where you purchased the floor and describe the issue. They will be able to answer your questions and, if necessary, start to process a claim. When applicable, the authorized retailer will provide an initial inspection of the issue and will be obligated to present their findings to Eternity Floors along with proof of purchase, a sample and/or clear photos of the defect, and any additional information we may need to understand the cause of the issue.

## What We Will Do

If we honor a claim under this warranty, Eternity Floors will repair or replace the product at our option or we will refund the cost of the flooring. If Eternity Floors repairs or replaces a plank as a result of a warranty claim, you will be required to clear at your expense and items placed over the affected area subsequent to the original installation.

This warranty is limited to the designs, colors, styles, structures and SKU's available at the time of the repair or replacement. If the original product is no longer available, we reserve the right to substitute it with another design, color, style, structure or SKU that is similar to the original and of equivalent value.

If the flooring was professionally installed by a certified licensed installer and there is a justified claim within the first 24 months of the date of purchase, Eternity Floors will cover reasonable labor costs to perform the repair or replacement.

NOTE: The manufacturer and sellers reserve the rights to ONLY replace pieces of floor with claimed problem or issue. Replacement term in this Warranty does not constitute replacing the entire floor purchased unless it is deemed fit by the manufacturer. Reasonable labor costs shall be determined solely by the manufacturer.

If a replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for Eternity Rigid Core SPC floors.

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