



# WPC VINYL FLOORING

## 25 YEAR LIMITED RESIDENTIAL WARRANTY

### WHAT THIS WARRANTY COVERS

LessCare grants to purchasers of LessCare WPC vinyl flooring, valid from date of purchase, 25 year limited residential warranty or 3 year limited commercial warranty. LessCare warrants that the laminate flooring product will be free from manufacturer defects.

### WHAT YOU SHOULD DO IF ANY MANUFACTURER DEFECT IS DISCOVERED

You (the original purchaser) should inspect all product completely for any manufacturer defects prior to installation and in case if the problem occurs you (the original purchaser) should not install defective WPC vinyl flooring and should notify the authorized dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of this limited warranty. Prior to installation, flooring has to sit in a room for 48 hours. You (the original purchaser) must present that authorized flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt, or invoice, or other documents which establish proof of purchase
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem

**PLEASE NOTE: LessCare reserves the right to inspect the WPC vinyl flooring product and deny the warranty without any reason or explanation.**

### HOW TO OBTAIN WARRANTY SERVICE

If LessCare honors a claim under this limited warranty, it will replace, at its option, the affected flooring material. In the event that the color installed is no longer available, LessCare will authorize your dealer to replace the affected floor with another LessCare WPC vinyl flooring product of equal value. If the claim is made, the flooring has to be inspected by the installer. Pictures of the defective area must be provided.

### LIMITATION OF LIABILITY

None of installers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of LessCare warranties. This limited warranty is valid only in North America. The warranty is not transferable. It extends only to original purchaser. This limited warranty shall not apply to damage arising from any of the following:

- Any type of scratches
- Accidents and misuse
- Abuse (dragging heavy or sharp objects across the floor without proper protection)
- Failure to support furniture with floor protectors (must be at least one inch in diameter)
- Improper installation
- Improper care and/or maintenance
- Shipping (air, ground, freight)
- Modification, alterations, repair or service by any dealer or third party service
- Exposure to extreme heat or cold
- Tracked dust, dirt, sand, water, and other means
- Sharp or hard footwear protector and/or any medical equipment
- Pets or other animals (scratches, urine)
- Termites, mice, rats or other pests
- Use of cleaning supplies other than wpc vinyl flooring flooring special cleaning solutions
- Fallen or dropped objects
- Vacuum cleaner cover, wheels, or beater bars
- Any noise and/or sound issues related to the floor (e.g. squeaking, hollow sound, etc.)
- Indirect use of the wpc vinyl flooring planks
- Improper installation, other means
- Chemicals, burns, fires and other accidents
- Unleveled or improperly leveled subfloor
- Improperly installed, bad quality, or absent floor underlayment
- Commercial use

For warranty inquiries please email us: [info@lesscare.com](mailto:info@lesscare.com)

[www.LessCare.com](http://www.LessCare.com)



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### LIMITATION OF LIABILITY (CONTINUES)

LessCare Limited Warranty does not cover any installation expenses of WPC vinyl flooring that contains any manufacturing defect. LessCare does not cover removal and reinstallation expenses arising from return or exchange process. LessCare is not responsible for any individual time loss or business downtime arising from return process. You (the original purchaser) fully responsible for the return process and its expenses. Any labor (installation and re-installation), handling, delivery, and shipping fees are sole and complete responsibility of the original purchaser and will not be reimbursed by LessCare, whatsoever. For any damages in transit the claim must be filed with the shipping carrier according to the shipping carrier's policies, terms and conditions. Please, note that its your (original purchaser) responsibility to inspect the WPC vinyl flooring product prior to installation. Be advised that any purchased WPC vinyl flooring product from any of our authorized dealers may be a subject for restocking and/or other fees, and surcharges according to their corporate policies, terms, and conditions.

**PLEASE NOTE:** *LessCare does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. LessCare shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This limited warranty gives the purchaser specific legal rights, such rights may vary from State to State.*

### WPC VINYL FLOORING CARE INSTRUCTIONS AND INSTALLATION TIPS

None of installers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of LessCare warranties. This limited warranty is valid only in North America. The warranty is not transferable. It extends only to original purchaser. This limited warranty shall not apply to damage arising from any of the following:

- WPC vinyl flooring must be installed at a room temperature 72°F - 75°F
- Subfloor must be leveled and insulated with underlayment prior to installation
- Hire licensed and insured professional floor installation specialist
- Sweep or vacuum using the wand attachment
- 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 the LessCare wpc vinyl flooring
- 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 wpc vinyl flooring
- For furnishings, use floor protectors (must be at least one inch in diameter)

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