



WISE Warranty

We take pride in designing each of our products with the goal of providing the best flooring for your needs. In addition, we use the highest quality components and quality control techniques to ensure the reliability and long life of our products.

No installer, dealer, agent or employee has the authority to alter the terms and conditions of this Warranty.

IMPORTANT: This WISE Warranty is applicable only if the WISE installation and maintenance instructions, which are part of the flooring packaging and the packaging for our auxiliary (adhesives, maintenance & cleaning) products and which in any case can be found in our website www.amorimflooring.com, are respected.

In case there are any questions, contact us at: quality.system.ar@amorim.com

1. QUALITY STANDARDS WARRANTY

We warrant that at time of delivery each of our flooring products meets the applicable Quality Standards, as follows:

- **WISE CORK** Floating HRT: EN 16511;
- **WISE WOOD** Floating HRT: EN 16511
- **WISE WOOD** Floating SRT: EN 16511

2. LIMITED WARRANTY (STRUCTURAL / WEAR / WATERPROOF)

Whenever our WISE Floating products are supplied as new and through approved outlets, we warrant to the original consumer that within the applicable period (after invoice date) **indicated in the table below:**

- (i) **Structural Limited Warranty.** Our WISE Floating floors are free from manufacturing defects.
- (ii) **Wear Limited Warranty.** The surface wear layer of the WISE Floating floors, will not wear. “Will not wear” is defined as 100% reduction of the surface wear layer over an area comprising 5% of the total surface Flooring installed with WISE Floating products.
- (iii) **Waterproof Limited Warranty.** Our WISE Floating floors are 100% waterproof assuring that the structural integrity of the floor plank will not be significantly diminished by non prolonged exposure to water. While moisture will not affect the floor’s integrity, it is probable that, when prolonged and excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur. This Warranty does not cover: (i) Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile; (ii) Damage resulting from mold & mildew growth due to prolonged exposure to water or moisture; (iii) Flooring that is installed outdoors.

Area and intensity of use according to ISO 10874	
Residential	Commercial

The WISE Limited Warranty is made subject to the following CONDITIONS:

1. The floor must be installed properly and according to WISE installation instructions.
2. The flooring must be used under normal use conditions and maintained in accordance with WISE maintenance instructions. The flooring must be used only indoors in a climate controlled area.
3. The term “Lifetime” means the lifetime of the original purchaser (end consumer), for so long as he owns the WISE Floating floor. This warranty is not transferable by the original purchaser of the floor.

3. LIMITED WARRANTY COVERAGE

In the unlikely event that any of our products fail to perform according to the applicable warranty, we will, at our option, repair, re-finish or replace such product with the same product or another one of equal value (at our selection), or refund the purchase price paid (if replacement or repair is not practical or cannot be made on a timely basis), as more specifically described below:





A) **During the first five (5) years** of this Limited Warranty (i) the defective flooring products will be replaced, (ii) the defective products will be removed and (iii) the replacement products will be installed, AT NO COST TO YOU or, at our option, provide a refund.

B) **After the initial five (5) years period**, we shall only provide all or part of the flooring products for replacement, according to the lifetime usage table below:

Period (years):	Warranty coverage:
0-5	100% of the Flooring Products for replacement + reasonable labor costs of removal and installation
6-10	100% of the Flooring Products for replacement (without costs of removal or installation)
11-20	50% of the Flooring Products for replacement (without costs of removal or installation)
≥21	25% of the Flooring Products for replacement (without costs of removal or installation)

4. EXCLUSIONS

This Warranty shall not apply in any of the following cases:

- 4.1. **Installation not made according to procedures and without using the approved auxiliary products** or improper or not recommended refurbishment (as set forth in WISE Installation/Maintenance instructions).
- 4.2. **Improper subfloor patch, underlayments or subfloors** (please consult WISE Installation instructions).
- 4.3. **Incorrect product choice for flooring use or site conditions** (please consult WISE Installation instructions).
- 4.4. **Improper maintenance or use of unapproved auxiliary products** (please consult WISE Maintenance instructions).
- 4.5. **Products modified or repaired with products or methods of installation or repair** not specifically recommended in the WISE Installation/Maintenance instructions or not specifically authorized by the manufacturer.
- 4.6. **Extreme environmental conditions**, meaning exposure to extreme heat.
- 4.7. **Gloss change or loss** is not considered surface wear.
- 4.8. Trivial or insubstantial visual defects, i.e., visual defects not perceptible at **1,5mt standup** or only perceptible **in counter light**.
- 4.9. Office **roller chairs** must comply with **EN 12529** (Type W). Use protective office mats under the rolling chairs.
- 4.10. **Gaps on floating floors** (> 0,20mm EN 14085) existing at the time of installation.
- 4.11. **High commercial (Class 34) or industrial (Class 42) areas** (although ISO 10874 classification allows it).
- 4.12. **WISE product lines** not specifically mentioned in paragraph 1 of this Limited Warranty or any flooring products sold as **“second choice”** or with any manufacturing defect.
- 4.13. **Accidents, abuse, misuse, force majeure**, damage from heavy furniture or equipment used without sufficient protection, impact damage, hydrostatic pressure, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, misuse, negligence, burns (cigars, candles, etc), water floods, erosion, spiked heel shoes, pet claws, pebbles, sand or other abrasives.
- 4.14. **Detectable defects** verifiable **prior to installation**.
- 4.15. **Difference in shade or color**. Our flooring products are based on natural materials. We do not warrant any difference in shade or color between samples/photographs and the actual flooring, 1) from batch to batch, 2) due to exposure to sunlight, 3) resulting from replacement of a portion of your floor, 4) resulting from the different age and history of the same product reference/batch.
- 4.16. **Squeaking** in cork Floors. Squeaking can be caused by several reasons: Variations in relative humidity; Subfloor not perfectly levelled; Underlays or other type of “barriers” / layers below the flooring; Etc.

CONDITIONS This Warranty:

- 1) **Is valid from the date of purchase (invoice date).**
- 2) **Applies only to flooring products in their original installation location.**
- 3) **This warranty is applicable to Products sold to the first end consumer and is not transferable**
- 4) **Shall expire if the product or installation location is transferred or re-sold.**
- 5) **For all products, it applies only if the care and maintenance instructions are strictly followed.**
- 6) **Applies to flooring used exclusively in interior residential and commercial applications that are submitted to normal traffic, excluding wet and damp areas such as saunas, swimming baths or similar areas.**





THIS IS A LIMITED WARRANTY. EXCEPT AS PROVIDED HEREIN, WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OTHER THAN AS EXPRESSLY PROVIDED HEREIN, UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE TO THE END-USER/PURCHASER OF OUR PRODUCTS OR ANY OTHER THIRD PERSON FOR ANY DIRECT OR INDIRECT DAMAGES (WHETHER CONSEQUENTIAL, INCIDENTAL, SPECIAL OR OTHERWISE, INCLUDING WITHOUT LIMITATION, LOST PROFITS) ARISING OUT OF ANY DEFECT IN OUR PRODUCTS.

This Limited Warranty gives you specific rights but does not affect any rights of any end user/purchaser provided by your local law. You may also have other rights under the law, which vary from country to Country or State to State. Some Countries do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

5. IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:

5.1. Promptly upon such detection, provide your supplier with written notice of the problem, proof of the purchase date, type and grade of the defective products and amount of flooring involved. Please document your communication and keep the information on file until your problem is resolved.

5.2. If you are not satisfied with your supplier recommendation, an authorized representative must inspect and verify the defect.

We reserve the right to designate a representative to inspect the floor and remove samples for analysis. If such defect is verified, and confirmed by an authorized representative, we will proceed as described in point 2.

5.3. If your supplier is unable to solve the problem, contact quality.system.ar@amorim.com

