

Green Earth Laminate Floor

Care and Warranty

Golden Field Corporation. Pty Ltd

TIMBER FLOORING SPECIALISTS, IMPORTER.

13 Olver Street, Preston Vic 3072.

ABN: 52 100 767 217



Care and maintenance for Green Earth Laminate floors

1. Never steam clean the laminate floor.
2. Never wax, lacquer, and polish.
3. When moving heavy things, lift it don't drag it. Add glides or floor protectors to the feet and corners of heavy furniture.
4. Try to avoid stepping on within 24 hours after installing. Heavy objects should not be moved in until 48 hours after installation.
5. When leaving the room, shut the doors and windows properly to prevent rainfall from wetting the flooring. If water is splashed on the floor, wipe it off in a timely manner.
6. Special dirty spots should be cleaned up with tender neutralized detergent plus warm water. Do not use metal wire balls or acid and strong base alkali materials to help clean the flooring.
7. It is recommended to leave a shoe mat by the door, so as to reduce sand particles abrading the flooring.
8. Do not use sand paper to scratch the flooring. Do not paint the flooring.
9. Buffer mats should be placed where tables and chair get touched with the flooring, so as to reduce the degree of abrading the flooring.
10. When cleaning the flooring. Try to use dust-collector or dried mops. Avoid washing with water.
11. Laminate floors should be regularly swept or dust mopped to pick up dirt.
12. How to get rid of dirty spots on the flooring: In case there are spots of pitch, rubber, oil, shoe cream or chocolate etc., alcohol is applicable for cleaning. Spots of wax or gums can be scraped away carefully after putting a cake of ice packed in plastic sheet on the dirt.
13. When damp mopping the floor, finish by thoroughly wiping the floor with a clean, dry cloth.
14. Ensure the vacuum does not have a beater bar engaged when used on the laminate flooring.
15. When cleaning laminate floors, never use harsh or abrasive cleaner, scouring powder, steel wool or soap based detergents.

Residential Warranty for Green Earth Laminate floors

What is guaranteed by Golden Field?

	Residential	Light Commercial	Commercial
High Definition	20 Years	/	/
High Gloss	20 Years	/	/
8mm	20 Years	/	/

1. We guarantee you (the original purchaser) that for the period of warranty indicated, the floor will not wear through the décor surface under normal household use when maintained in accordance with our recommended maintenance guidelines. Mere reduction in gloss is not “wear”.
2. We guarantee you (the original purchaser) that for the period of warranty indicated, the floor will not fade from sunlight or artificial light, under normal household use when maintained in accordance with our recommended maintenance guidelines.
3. We guarantee you (the original purchaser) that for the period of warranty indicated, the floor will not stain under normal household use when maintained in accordance with our recommended maintenance guidelines.
4. We guarantee you (the original purchaser) that for the period of warranty indicated, the floor will resist topical water damage, meaning that the planks will not swell, delaminate or peak at the seams due to topical spills, provided that liquid is quickly cleaned and the floor is allowed to dry.
5. We guarantee you (the original purchaser) that for the period of warranty indicated, the floor, in its original manufactured condition; will be free from manufacturing defects.
6. We guarantee you (the original purchaser) that for the period of warranty indicated from the date of original purchase, and in a light commercial indoor setting, your floor will not stain, fade from sunlight or artificial light, will not show wear and will be free from manufacturing defects, when installed and maintained in accordance with our recommended installation and maintenance guidelines. Mere reduction in gloss is not “wear”.
7. We guarantee our regular (first quality) floors to be free from manufacturing defects. This guarantee is pro-rata based on the amount of the time the floor has been installed. The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used only for indoor areas according to their utility rating. This warranty extends only to the original end user.

What is not covered by Golden Field?

1. Chipping (sharp objects) warping (excessive moisture) or bridging (insufficient expansion spacing).
2. Negligence, improper care and maintenance.
3. Insufficient protection, such as exposure to extreme heat, temperatures, burns, fire, insects or chemical damage.
4. Improper alterations to the original materials.
5. Severe accidents, misuse, or abuse, and natural disaster.
6. Unusual wear and tear such as the result of sand, spike shoes, scratches and other abrasive materials.
7. Improper workmanship, or installations such installing in wet areas such as bathrooms, steam rooms or any rooms exposed to excessive moisture.
8. Any noise or sound issues related to the floor such as squeaking or hollow sound.
9. Water issues, such as damaged from standing water, urine or other corrosive liquids, excessive subsurface penetration or moisture emissions from concrete. Water trapped beneath the floor between subfloor or underlayment. Flooding caused by appliance fault such as but not limited to dishwasher, ice makers, refrigerators, sinks, pipes, hydrostatic pressure, natural disasters or Acts of God.
10. Moldings and/or Accessories are not covered by us.
11. Damaged caused by vacuum beater bars and hard or metal caster wheels, we suggest to utilize the wand attachment on your vacuum. We also suggest utilizing the soft wheels that are wide enough to support the load when using rolling casters.
12. Laminate flooring panels installed with any manufacturing defect are not covered by this limited warranty

Claimer

- This warranty is for replacement or refund of the laminate materials only, no labor.
- This warranty applies only to the original purchaser and proof of purchase is required for all claims.
- Claims for wear must be shown a minimum of one square inch area.
- Any known manufacturing defect must be reported prior to product installation, or under any circumstance, no longer than thirty (30) days after the date of purchase to be covered under this warranty.
- Any claim under this warranty shall be made by contacting your retailer within thirty (30) days after defect is detected. Proof of purchase with the date of purchase must be presented with the claim.
- Any such defective materials will be replaced at no additional cost to the customer.
- Any damage that occurs during shipping is the responsibility of the shipping company.
- This warranty covers the repair or replacement, at the manufacturer's option, of the affected laminate flooring panels. If repair is not commercially practicable, or if the design or model line that is claimed for is no longer available, the manufacturer will replace the affected materials with another design or model line of equal value.

- This limited warranty is not transferrable, and extends only to the original end customer. The above constitutes the customer's sole and exclusive remedy for claims under this limited warranty. This limited warranty constitutes the entire agreement between the parties.
- Product Warranty is for indoor residential use only

Disclaimer

- This limited warranty does not create for or impose upon the manufacturer or its agents, any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose.
- The manufacturer or its agents, shall not be liable to the customer or any other person for any incidental, special, or consequential damages, and disclaims liability for breach of any other express implied warranties with respect to this product.
- Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply.
- This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another.