



WPC Vinyl Floor Warranty



This Bel-Air Wood Floor WPC Floor Limited Warranty is extended to the original purchaser ONLY! This warranty is NOT transferable and may not be claimed by any other than the original purchaser! This warranty applies to all Bel-Air WPC (Wood Plastic Composite) flooring that was purchased from an authorized dealer and installed in a residential or light commercial area.

Bel-Air WPC Floors Installation and maintenance guidelines MUST be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim. Prior to purchasing and/or installing any Bel-Air WPC Floor product, homeowner and, or installer must make sure to read through the following guidelines available on www.belairwoodfloor.com:

- Bel-Air Pre-Installation Guide
- Bel-Air WPC Floor Installation Guide
- Bel-Air WPC Floor Maintenance & Care Guide

50 Year Limited Residential Warranty

Under this WPC Flooring Limited Warranty Bel-Air Wood Floors warrant that for a period of 50 years from the original date of purchase, when installed, maintained and cared for in accordance with Bel-Air Wood Flooring recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed residential building, that:

- **Manufacturing Defects** – Bel-Air Wood Floor warrant for the period stated in this warranty, that the engineered WPC floors, in their original manufactured condition, at the time of purchase, will be free from any manufacturing defects caused by production. Bel Air wood floors further warrants that when installed, maintained and cared for according to product specifications and when used according to its intended purpose, the flooring will not wear through, delaminate, separate, buckle or cup as a result of a manufacturing defects.
- **Wear Layer** - Bel-Air Wood Floor warrant for the period stated in this warranty that the surface wear-layer on WPC floors shall not wear through under normal use. (Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation.) as a result of a manufacturing defect.

Note: This warranty will be voided if any modification or alterations were done to the flooring wear layer, such as sanding, abrading or the use of harsh chemical cleaning agents!

- **Waterproofing** - Bel-Air WPC flooring planks are designed to be 100% waterproof, Therefore the flooring integrity will not be diminished significantly if exposure to water occurs. Even though WPC flooring planks are 100% waterproof water can still accumulate in buildings or on building material, when water accumulate and allowed to settle for a while mold and, or mildew can occur. Bel-Air Wood Floors WPC floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.



10 Year Limited Light Commercial Warranty

Under this WPC Flooring Limited Warranty Bel-Air Wood Floors warrant that for a period of 10 years from the original date of purchase, when installed, maintained and cared for in accordance with Bel-Air Wood Flooring recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed light commercial building, that:

- **Manufacturing Defects** – Bel-Air Wood Floor warrant for the period stated in this warranty, that the engineered WPC floors, in their original manufactured condition, at the time of purchase, will be free from any manufacturing defects caused by production. Bel Air wood floors further warrants that when installed, maintained and cared for according to product specifications and when used according to its intended purpose, the flooring will not wear through, delaminate, separate, buckle or cup as a result of a manufacturing defects.
- **Wear Layer** - Bel-Air Wood Floor warrant for the period stated in this warranty that the surface wear-layer on WPC floors shell not wear through under normal use. (Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation.) as a result of a manufacturing defect.

Note: This warranty will be voided if any modification or alterations were done to the flooring wear layer, such as sanding, abrading or the use of harsh chemical cleaning agents!

- **Waterproofing** - Bel-Air WPC flooring planks are designed to be 100% waterproof, Therefore the flooring integrity will not be diminished significantly if exposure to water occurs. Even though WPC flooring planks are 100% waterproof water can still accumulate in buildings or on building material, when water accumulate and allowed to settle for a while mold and, or mildew can occur. Bel-Air Wood Floors WPC floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.

Please Note!

- Wear layer wear-through must be readily visible from a distance of 6 feet, measuring at least 1 square inch.
- Wear-through at the edges of floors is excluded from this warranty and will NOT be covered.
- Gloss fading is not considered wear-through under this warranty and will NOT be covered.
- Floors installed over radiant heated subfloors, but were not indicated as suitable for radiant heat, will void all warranty coverage.

This Warranty Would NOT Cover

- **Defects & Damages** - It is the homeowners/installers responsibility to inspect the product for any visible defects, damages, grade, finish and quality prior to installation. This Bel-Air WPC Flooring Warranty will not cover any claims related to incorrect type, model, collection, color, visible defects, damages finish and quality once the flooring planks have been installed, No replacement or refunds will be offered or issued once floor is installed! Bel-Air WPC flooring products are manufactured in accordance with accepted industry standards, which permit manufacturing, grading and natural deficiencies to not exceed 5%. No claim will be honored for



materials with visible defects or damages once the floor was installed. Installation of any Bel-Air Wood Floor product warrants the acceptance by the installer and/or homeowner of the material's condition as well as the conditions in which the material is being installed!

- **Flooring Type, Color & Shade** - It is up to the homeowner and/or installer to ensure the correct type, model, collection, and color were delivered to the job-site prior to installation. The homeowner/installer can do so by comparing it with the "sample" that the floor was selected from to ensure the floor received is the correct flooring and it is acceptable for installation. Therefore this warranty would NOT cover:
 - Claims related to incorrect floor type, model, collection or color once the floor was installed!
 - Claims related to color variations between flooring and/or samples and other flooring or wood products, which customers wish to match (Such as: cabinets, stair railings, trim, etc.).
 - Claims related to color, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed!
 - Claims related to differences between color of samples and the color of installed floors, and color variations from board to board.
 - Claims related to differences in color between different dye LOTs.
- **Installed Floors & Used Planks** - The Bel-Air Wood Flooring Warranty does not cover any claims related to incorrect type, model, collection, color, visible defects or damages once the floor was installed. No claims will be honored. Nor any replacement or refunds will be offered or issued once floor is installed! Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the WPC flooring has not been: Installed, maintained, cleaned or cared for in accordance with Bel-Air Wood Floors recommended installation and maintenance guidelines.
- **Job-Site Conditions & Installation Surface Deficiencies** - It is the sole responsibility of the homeowner and, or installer to determine if the job site conditions, environment, and installation surface (Sub-Floor) are up to local building codes and are acceptable for WPC Flooring installation as well as, meet or exceed the NWF (National Wood Flooring Association) industry standards and regulations. Please make sure to evaluate the job-site for potential problems before WPC flooring is delivered and installation begins. This Bel-Air Wood Floors WPC warranty does not cover any failures resulting from, or related to, job-site environment/condition or sub-flooring deficiencies.
- **Installation & Installer Errors** - Bel-Air WPC Flooring products must be installed in accordance with the Bel-Air Installation Instructions, followed by using the appropriate materials and accessories that have been recommended or approved by Bel-Air Wood Floors. It is also suggested that the Bel-Air WPC floors be installed by experienced flooring professional. A professional installer should be able to provide evidence of past work either via references or show completed work, They will also know what inspections are required before, during, and after installing WPC flooring. If not installed by a flooring professional; installer assumes any risk of issues arising due to improper installation, and/ or any issues arising from improper Pre/ Post installation inspections. Therefore this warranty would NOT cover:



- Claims related to, or resulting from improper installation or installer errors.
- Claims related to, use of products or accessories that were NOT approved or recommended by Bel-Air Wood Floors. If you are not sure of which product to use please contact Bel-Air Wood Floor before installing or using any products or accessories to install the floor.
- **Exceeded Recommended Conditions & Moisture Content** - Bel-Air Wood Flooring products are made to perform best in relative humidity range of 30%-50%, and within a temperature ranging from 60° to 80° Fahrenheit. These conditions are usually the normal living conditions of any normal household. Therefore, it is the homeowner and/or installer responsibility to conduct extensive moisture testing to the sub-floor in order to ensure the designated installation surface meet Bel-Air Wood Floor installation guidelines and is acceptable for hardwood flooring installation. Therefore this warranty will NOT cover:
 - Any claims related to exposure to excessive moisture or improper environmental conditions (Humidity Changes). The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50% during installation.
 - Failure to maintain the environment at a humidity range of 30% to 50% year-round and a room temperature of 60° to 80°F.
 - This warranty does not cover changes in floor color due to aging or excessive moisture. Any claims related to exposure to excessive moisture, high temperatures or failure to conduct extensive moisture testing to flooring and, or sub-floors prior to installing the floor.
 - Even though WPC flooring planks are 100% waterproof, water can still accumulate in buildings or on building material, when water accumulate and allowed to settle for a while mold and, or mildew can occur. Bel-Air Wood Floors WPC floor warranty would NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.
 - Acclimation - Bel-Air WPC Flooring products are required to be acclimated so the newly manufactured flooring planks can adjust to the new environment and slowly reach the same setting as living conditions, which directly coincides with a relative humidity range of 30%-50%, and within a temperature ranging from 60° to 80° Fahrenheit. These conditions are usually the normal living conditions of any normal household. Therefore, it is recommended to acclimate Bel-Air WPC flooring for at least 2-4 days. Bel-Air Wood Floors WPC floor warranty would NOT cover any claims related to improper flooring acclimation issues.

Warranty Exclusions

- Surface wears or damages such as: Reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, and repair or service of WPC floors by anyone other than those that are authorized by Bel-Air Wood Floors.
- Damage to flooring, indentations, chips or scratches caused by furniture, appliances, pet claws, high heel shoes, spiked or damaged heels, cleats, sports shoes, wheel chairs, walkers, rolling chairs (office chairs), caster



wheels or vacuum cleaners, sand, pebbles or other abrasive materials.

- Failure to provide adduced furniture support with floor protectors that at least one inch in diameter.
- Flooring being installed over radiant floor heating with surface temperature exceeding 85°F.
- Failure to allow adequate expansion space of at least 1/2" from walls and obstacles.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products not suitable for WPC floors.
- Subfloor and installation surface deficiencies. Flooring installed over improperly prepared or unstable subfloor.
- Damaged caused use to prolonged exposure to sunlight. Or Changes in color due to aging, exposure to sunlight or ultra violet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect
- Squeaking, popping, crackling, and other noises are not covered by our warranty. Occasional noise is normal can be expected from WPC vinyl flooring and is not considered a manufacturing defect.

Filing A Claim

In order to make a claim under this warranty, contact your Bel-Air Wood Floor authorized retailer within 30 days following the date of discovery or detection of wear-through, fading or staining. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. In the event of a claim meeting the conditions of the 50 Year Limited residential Warranty or the 10 Year Limited Light Commercial Warranty, Bel-Air Wood Floors will provide materials free of charge to repair or replace at its option, a portion or all the flooring at no cost to the original purchaser so long as the original purchaser still owns the property where the floor was installed. Labor costs associated with original installation, and/or re-installation, will not be covered under this warranty. If the product, for which the claim is made, is discontinued or no longer available, the customer will be able to choose from Bel-Air's current product range and select a product of equal value. Bel-Air warrants replacement products, for the remainder of the original warranty period only.

Right For Inspection

Bel-Air reserves the right to inspect the installed floor panels, and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to Bel-Air Wood Floor inspection will void any right to claim against this warranty.

DISCLAIMER

BEL-AIR WOOD FLOOR DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty is dated 01/01/2023 and supersedes all warranties previously issued by Bel-Air.

Bel-Air Wood Flooring
5505 S Alameda St. Los Angeles, CA 90058
(888) 800-9206
www.BelairWoodFloor.com



You will be Floored!

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