

High Tide™ & Nautical Escape™

WARRANTY INFORMATION



TARKETT HIGH TIDE™ & NAUTICAL ESCAPE™ LIFETIME RESIDENTIAL & 5-YEAR LIGHT COMMERCIAL LIMITED WEAR WARRANTIES:

Subject in all instances to the conditions described in the "Warranty Exclusions" section below, Tarkett North America warrants to the original purchaser that from the date of purchase, (i) its Laminate Flooring will be delamination-free, (ii) the surface wear layer on products will not wear through, stain or fade from sunlight or artificial light, and (iii) the product will resist moisture due to mopping and everyday household spills. Leaks from appliances and plumbing, flooding, standing water, and other events beyond everyday household spills are not covered under the moisture warranty.

THIS WARRANTY IS STRICTLY LIMITED TO ITS TERMS AND IS IN LIEU OF ALL OTHER WARRANTIES OR GUARANTEES, EXPRESSED OR IMPLIED, ARISING BY OPERATION OF LAW, OR COURSE OF DEALINGS, USAGE OF TRADE OR OTHERWISE, SPECIFICALLY EXCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This limited warranty applies to the original purchaser of the product only and is not transferrable in any way.

If the product wears through, fades or stains, as purchaser's sole and exclusive remedy, and Tarkett North America's only obligation for breach of warranty hereunder, Tarkett North America will repair or replace, at its option and in its sole discretion, the affected flooring material which fails within the period, provided that purchaser notifies its Tarkett North America dealer of such failure within thirty (30) days of discovering same. Proof of purchase, such as bill of sale, is mandatory when requesting warranty service. Tarkett North America's personnel must be granted access to inspect the product claimed to be defective at the site of its installation or use and may remove samples for analysis. The surface wear must be evident, measuring at least 2 square inches (13cm²) and not be the result of any items listed in the Warranty Exclusions section. Loss of gloss is not surface wear.

This warranty includes the repair or replacement of defective material and labor charges as specified below. If Tarkett North America determines in its sole discretion that such repair or replacement is not reasonably achievable, Tarkett North America may choose to refund the purchase price of the affected flooring material. Should the original floor design be discontinued, Tarkett North America will replace the defective material with one of equal value.

Lifetime Residential Limited Wear, Stain and Fade Warranty:

Years 1-2: Material and labor, if professionally installed
Years 3-5: Material only
Years 6-10: 50% Material only
Years 11-20: 25% Material only
Years 21-Life of Floor: 10% Material only

5-Year Limited Light Commercial Wear Warranty:

Year 1: Material and labor, if professionally installed
Years 2-3: Material only
Years 4-5: 50% Material Only
Suggested light commercial applications are private offices, reception areas, churches, specialized boutiques, or other spaces that receive only foot traffic without the presence of rolling loads.

WARRANTY EXCLUSIONS

The owner must inspect for color, finish and quality before installation. Tarkett North America is not responsible for costs incurred when a floor with visible defects has been installed. The warranty does not cover, and Tarkett North America is not liable for, wear or damage caused by improper installation, negligence, water or moisture in the subfloor or underneath the flooring, high substrate moisture conditions, erosion, abrasion, extreme heat or temperature conditions, cleaning (including without limitation excessively wet maintenance, or from using detergents, abrasive cleaners, soaps, steamers, jet mops, buffers, waxes, or polishes), care or maintenance in a manner contrary to the instructions as provided by Tarkett North America, physical abuse or misuse of the product, physical damages, accidents causing indentation, scratching, impact or cutting, freight damage, alteration, or any wear or damage caused by acts of God including without limitation fire, wind, hail and flood. The warranty does not apply if the product is installed in areas where condensation may occur repeatedly. This limited warranty does not apply to moldings. Tarkett North America is not responsible for usage that is not in compliance with any applicable regulation or code and makes no warranties regarding same.

Purchaser agrees that Tarkett North America is not liable for INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL OR SIMILAR DAMAGES including, but not limited to loss of profit or revenues, loss of time, inconvenience, damages for loss of use of any equipment, damage to property, claims of third parties, including personal injury or death on account of use of any Tarkett North America product or failure of Tarkett North America to warn against or instruct on, or adequately warn against or instruct on, the dangers of the product and proper use of same, whether or not Tarkett North America has been advised of the potential for such damages. Tarkett North America's total liability hereunder from any cause whatsoever, whether arising under contract, warranty, tort (including negligence, except in the case of liability for personal injury caused by Tarkett North America's negligence), strict liability, products liability or any other theory of liability, will be limited to the lesser of purchaser's actual damages or the price paid to Tarkett North America for any product subject to purchaser's claim.

Samples, descriptions, and other information concerning the product contained in catalogs, advertisements, or other promotional material or statements made by sales representatives or dealers are for general information purposes only and are not binding upon Tarkett North America. No unauthorized person, fabricator or installer, agent or employee of Tarkett North America, or any representative, is entitled to assume any liability on behalf of Tarkett North America relating to the sale of this product, nor does any such person have the authority to increase or alter the obligations or limitations of this warranty.

HOW TO MAKE A CLAIM

If you need to make a warranty claim, contact Menards Customer Services.

Maintenance and Care:

Damage resulting from improper care and maintenance of the floor are not covered by warranty.

1. Sweep or dust mop regularly. If vacuuming, turn off any beater bar to prevent damage to the flooring.
2. Wet mop occasionally, using a damp, microfiber-type mop and water only. Do not pour liquid directly on floor or use an excessively wet mop that will leave puddles or moisture standing on the floor.
3. Do not leave any topical moisture on the floor for more than 24 hours (water, juice, soft drinks, spills, etc.). Spills should be cleaned immediately.
4. Never use a steam cleaner, jet mop, buffer, or similar products.
5. Do not use any cleaning agents containing wax, oil or polish. Left over residue will form a dull film. For tough spots, use a cloth dampened with water or apply a neutral floor cleaner safe for laminate flooring on a clean cloth and rub to remove the spot.
6. Do not use steel wool or scouring powder which will scratch the floor.

Tarkett North America

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