



## PRODUCT WARRANTY INFORMATION

THE • BLVD  
COLLECTION

### WARRANTY - THEBLVD LAMINATE

TheBLVD Collection Laminate Warranty:

This warranty is extended to the original purchaser ONLY and is not transferable. It is the responsibility of the installer and/or home owner to inspect planks prior to installations. Planks that are defective or visually not acceptable, should be discarded or possibly used in another location of the room. Urbanfloor™ accepts no responsibility for costs of product or labor when planks with visible defects or irregularities have been installed.

**IMPORTANT:** TheBLVD's installation and maintenance guidelines MUST be followed as a condition for this warranty. Any floor installed outside of printed installation and maintenance parameters is subject to denial of the claim. Detailed installation instructions are included in cartons of TheBLVD laminate flooring or online, along with maintenance guidelines, at [www.urbanfloor.com](http://www.urbanfloor.com).

### RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

This warranty applies to Urbanfloor's TheBLVD collection laminate flooring, purchased from an authorized dealer and installed in a residential or light commercial area Urbanfloor™ warrants that TheBLVD flooring sold under this warranty is, at the time of sale, free from defects in material and manufacturing and that it conforms to the standard specifications for the product category. Urbanfloor™ further warrants that when installed and maintained 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 defect (Visit the following links for TheBLVD's installation [http://www.urbanfloor.com/Installation\\_Guides.html](http://www.urbanfloor.com/Installation_Guides.html) and maintenance <http://www.urbanfloor.com/Cleaning-and-Care.html>).

If your TheBLVD flooring fails for any of the above reasons, Urbanfloor™ will 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. The warranty includes replacement material and pro-rated labor reimbursement. TheBLVD warranty is only extended to flooring maintained in normal environmental conditions, meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 65°F to 85°F year-round.

### PRO-RATED LABOR REIMBURSEMENT SCHEDULE

Please note: This labor warranty applies only to TheBLVD Laminate Collection.

If your floor was installed by a licensed professional, Urbanfloor will pay reasonable labor costs\* to repair or replace it for up to 8 years from date of purchase, based on the following pro-rated rate schedule.

*Pro-rated labor reimbursement rates for replacement flooring:*

0-2 YEARS - 100% of reasonable labor charges*
3-5 YEARS - 50% of reasonable labor charges*
6-8 YEARS - 25% of reasonable labor charges*
Labor costs for claims over 9 years will be incurred by the buyer.

\*Reasonable Labor Costs: A reasonable labor cost is not to exceed listings in Urbanfloor Labor Rate Schedule.

The buyer is responsible to pay for shipping and handling for any replacement flooring. Labor warranty does not include removal or replacement of furniture, fixtures, appliances, plumbing, painting or cleaning. Relocation during the repair process (i.e. hotels, kennels, meals), moving or storage of furniture.

Any replacement flooring is warranted only for the remaining time of the original warranty. Due to the nature of laminate, replacement flooring is not guaranteed to match the original product in color, grain, texture, gloss-level, and other natural characteristics.

### WARRANTY PERIOD

Product:	Limited Warranty Period	
	Residential	Light Commercial
TheBLVD Laminate		
Finish:	35 years	5 years
Structure:	Lifetime	5 years

- Warranty does not apply to moldings.
- Gloss reduction does NOT constitute wear.

### WATER WARRANTY

Floor will resist damage from moisture due to wet mopping and everyday household spills. This product is water resistant. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty does not cover flooding. The test method for water resistance application is the actual version of the NALFA Laminate Surface Swell Test - Assembled Joint testing procedure.

## WARRANTY EXCLUSIONS & LIMITATIONS

Please follow the recommendations in this guide to retain the fresh look and protect the finish.

- Failure to maintain the environment at a humidity range of 30% to 50% year-round and a room temperature of 65° to 85°F.
- Color variations in flooring are a natural occurrence due to age and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Improper installation/maintenance and failure to adhere to Urbanfloor™ installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Urbanfloor™ accepts no responsibility for costs of product or labor when planks with visible defects have been installed.
- Indentations or scratches caused by furniture, appliances, pet claws, high heel shoes, spiked or damaged heels, cleats, sports shoes, pivot points (i.e. seating areas), wheel chairs, walkers, sand, pebbles or other abrasive materials.
- Installation over radiant floor heating with a surface temperature in excess of 85°F.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. or improper cleaning or maintenance products.
- Damage due to moisture intrusion from subfloor, but not limited to damaged from broken or leaking plumbing or appliance, wet mopping, weather conditions, or natural disasters.
- Flooring installed over improperly prepared or unstable subfloor.
- Damage caused by extended exposure to direct sunlight.
- Discoloration from rugs or floor mats (use only mats with non-staining backing).
- Damage caused by vacuum with a beater bar (rotating bristle brush).
- Squeaking, popping, crackling, and other noises are not covered by our warranty. Occasional noise is normal can be expected from laminate flooring. This is not considered a manufacturing defect.
- Improper installation including, but not limited to, installation by a non-licensed individual(s).

If you feel you have a warranty claim, first contact your original flooring dealer and explain your concerns. Often, a flooring dealer can provide a simple solution to correct the situation.

## DISCLAIMER - TERMS OF USE

Urbanfloor™ 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 constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Urbanfloor™. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

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**VISIT OUR WEBSITE:  
URBANFLOOR.COM FOR ANY RECENT UPDATES  
OF WARRANTY INFORMATION.**

Call the Urbanfloor technical department with any questions or concerns.



Technical Department  
3707 Capital Ave., City of Industry, CA 90601  
323.890.0000 • 866.75 URBAN • info@urbanfloor.com  
*Last update: 5/22/23*