

*For more information:
Toll free number 1 888-929-7994*

Your Berry Floor dealer:



BERRY  FLOOR

Laminate Flooring

*Industrielaan 100 - 8930 Menen - Belgium
www.berryfloor.com*

Berry Floor is distributed by:

Berry Floor USA: 3441 South Memorial Drive, Racine, WI 53403

www.berryfloor.com

BERRY  FLOOR

Laminate Flooring

Residential Warranty and Floor Maintenance

www.berryfloor.com

Residential Limited Lifetime Warranty

Berry Floor laminated floors are warranted under normal conditions of use from the date of purchase by the original customer. This warranty covers defects in materials or workmanship relating to joint integrity, wear, staining, fading and topical moisture resistance, provided that:

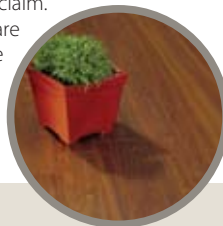
- The boards were checked for visible defects prior to the installation. Boards with visible defects are **not** to be installed. Complaints for such defects will not be accepted after the installation;
- The product was installed in areas that correspond with its intended use, and in accordance with the appropriate classification referred to in the installation instructions and on the box;
- The product was installed, and is maintained in accordance with Berry Floor's recommendations;
- The product has not been treated in any way after laying (e.g. polished or waxed).

The Warranty does not cover:

- Mechanical damage resulting from installation errors, improper installation, or any other use that is not in accordance with the installation instructions, including any and all alteration(s) made to the boards. This includes non-residential use;
- Accidents, misuse or abuse, e.g. scratches, cracks, dents, blows etc. caused by falling or dropped objects, scratches and finish damage caused by sand, grit, or other abrasive materials, cuts, gouges, etc., regardless of whether these are caused by a contractor, a service company or the consumer;
- Damage caused by improper maintenance or by the use of unsuitable cleaning agents;
- Use of Berry Floor laminate in areas of extreme humidity and dampness (e.g. sauna, pool). Contact with excessive moisture must be avoided. Flooding, standing water or water that is trapped between the sub floor and Berry Floor laminate floor.

If you have a Complaint

- If a defect appears in materials or workmanship in the first six years after delivery, Berry Floor will provide, at its discretion, either free replacement of the defective boards or a refund of the purchase price for the boards concerned. If a defect arises in the seventh year or later and a complaint is accepted by Berry Floor, Berry Floor will provide a refund of the purchase price for the defective boards for an amount that diminishes pro rata at 5% per year, over the duration of the warranty to account for normal wear and tear. This refund will be granted as a discount towards the purchase of a new Berry Floor floor. Labor costs associated with the replacement of defective boards will only be considered after the claim has been processed according to the Berry Floor claims procedure and after the claim was found grounded by the Berry Floor Technical Department. In any case, only reasonable labor costs will be refunded which are in line with the averages for such costs generally accepted in the industry.
- After noticing a defect, you should inform the retailer where you bought the floor. This has to be done in writing, and a copy of the original receipt should accompany the claim. This guarantee may only be invoked if the problem involves at least 1 square inch of a board. Berry Floor has the right to carry out an inspection on the defective floor to determine the precise circumstances of the problem.
- This warranty does not cover any consequential or special incidental charges, damages or losses.



Length of Coverage

The warranty extends to the useful lifetime of the product, and is for the original end-user. It is not transferable. In order for the warranty to apply, the product must be registered. To register your Berry Floor, complete the Registration Form and return with a copy of the sales receipt within 30 days of the date of purchase.

State Law

This warranty grants you specific legal rights, and you may also have other rights, which may vary from state to state.

Maintenance

Easy to care for, just sweep or vacuum (using a soft brush attachment) your Berry Floor laminate floor periodically. When needed, Berry Floor may be cleaned with a dry dust mop using a light mist of dedicated laminate cleaner. Mist the floor, and then immediately mop the floor dry. No further treatment of the surface is required.

Do not use any soap polishes, detergents, soaps, oils or waxes. The residue from such products may leave a film on your Berry Floor laminate floor, leaving footprints visible as you walk over the floor.

Never use scouring pads or steel wool on your Berry Floor laminate floor as surface damage may occur as a result.

Spot Removal: Difficult stains such as ink, blood, shoe polish or paint can be removed by applying a small amount of acetone (follow manufacturers directions and recommendations) and then blotting the surface. Use sparingly and only in the immediate area on the floor where the stain is located. Always observe the safety procedures recommended by the manufacturers of these cleaners.

For gum and wax type stains, allow them to harden and scrape with a dull plastic scraper.

Use walk-off or entry mats both outside and inside all outside doors to collect dirt and soil from shoes.

Use protective furniture coasters and felt pads under furniture legs.

Use clear plastic mats under any rolling chairs (these may be purchased at an office supply store).

Never wet-mop the floor.

Never use steam cleaners on a laminate floor.

If you observe these very simple cleaning guidelines, then we are absolutely convinced that you will thoroughly enjoy your Berry Floor laminate floor!

Registration form

Thank you for making Berry Floor a part of your home! To register your Berry Floor, complete the Registration Form and return with a copy of the sales receipt within 30 days of the date of purchase and we will be able to assist you in any queries you may have regarding your Berry Floor laminate floor.

DATE OF PURCHASE

TITLE NAME

ADDRESS

CITY STATE ZIP

PHONE NUMBER E-MAIL

PRODUCT TYPE: MANSION TILES RESIDENCE LOFT SELECT LOUNGE CASTLE ROCK
 CASA REGENCY CHATEAU LOFT PROJECT HACIENDA

STORE WHERE YOU PURCHASED THE FLOOR:

NAME

ADDRESS

CITY STATE ZIP

PHONE NUMBER E-MAIL

IN WHAT ROOM DID YOU INSTALL THE FLOOR? HALLWAY BEDROOM LIVING ROOM/DEN
 DINING ROOM KITCHEN ENTRYWAY
 BATHROOM

WHICH OF THE FOLLOWING BEST DESCRIBES THIS PURCHASE?

INSTALLED IN A NEWLY BUILT HOME PART OF A LARGER ROOM ADDITION PROJECT
 PART OF A LARGE REMODELLING PROJECT REPLACED OLDER FLOORING

HOW LONG HAVE YOU LIVED IN YOUR HOME? _____ YEARS _____ MONTHS

WHAT INFLUENCED YOUR DECISION TO PURCHASE YOUR FLOORING?

ALREADY OWNED BERRY FLOOR FLOORING PRICE STORE DISPLAY
 FRIEND'S/RELATIVE'S RECOMMENDATION STYLING BERRY FLOOR'S REPUTATION
 SALESPERSON'S RECOMMENDATION WARRANTY ADVERTISING

HOW DID YOU BECOME AWARE OF THE BERRY FLOOR BRAND?

DIRECT MAIL MAGAZINE AD NEWSPAPER AD
 RADIO AD TV AD INTERNET
 FRIEND'S/RELATIVE'S RECOMMENDATION ALREADY OWNED BERRY FLOOR
 SALESPERSON'S RECOMMENDATION STORE DISPLAY
 OTHER: _____

Registration form, cont'd

HOW WOULD YOU RATE OUR SELECTION (COLOR, DESIGN, TEXTURE) COMPARED WITH OTHER BRANDS YOU LOOKED AT?

EXCELLENT AVERAGE
 ABOVE AVERAGE BELOW AVERAGE

HOW WOULD YOU RATE THE OVERALL VALUE OF OUR PRODUCT?

EXCELLENT AVERAGE
 ABOVE AVERAGE BELOW AVERAGE

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

EXCELLENT AVERAGE
 ABOVE AVERAGE BELOW AVERAGE

WHAT DEGREE DID THE WARRANTY PLAY IN YOUR DECISION TO PURCHASE?

GREATLY SOMEWHAT
 VERY LITTLE NONE

WOULD YOU PARTICIPATE IN A 12-MONTH FOLLOW-UP SURVEY?

YES NO

FOLD

FOLD

Milwaukee, WI 53224
P.O. Box 245029

Laminate Flooring

BERRY FLOOR

PLACE
STAMP
HERE