

Oceanside Collection

Waterproof Laminate Flooring

“Diamond and Classic Wood Series”

WARRANTY

Last Update: November 1st 2023

Limited Lifetime Structure Warranty
Limited Lifetime Waterproof Warranty
Limited Thirty Years Residential Wear Warranty
Limited Ten Years Light Commercial Wear Warranty

*All warranties are to the original purchaser of the goods and are not transferable.

Limited Lifetime Structure Warranty Details:

Oceanside Collection (Hereafter as “OC”) warrants, to the original purchaser, its Diamond and Classic Wood Series Laminate Flooring, in their original manufactured condition, to be free from defects in lamination, assembly, milling and dimension. It will remain free from defects in lamination, assembly and milling for life.

Limited Lifetime Waterproof Warranty Details:

Oceanside Collection warrants, to the original purchaser, its Diamond and Classic Wood Series Laminate Flooring will NOT damage when exposure to topical water (such as normal household spills, pets urine) if it is removed within 60 minutes. However, it is highly recommended to remove the water as soon as it is noticed by using clean dry or damp cloth, which will keep your flooring in best performance.

Warning: Excessive moisture and/or prolonged exposure to moisture may cause mold and/or mildew growth, especially if the moisture problem remains undiscovered or un-addressed. This warranty EXCLUDES any damage resulting from mold and/or mildew growth.

Warning: This limited warranty does not apply to damage caused by subfloor moisture. This limited warranty applies to topical moisture sources only. Any moisture or water coming from underneath of the floor is not covered under warranty.

Limited Thirty (30) Years Residential Wear Warranty Details:

Oceanside Collection warrants, to the original purchaser, its Diamond and Classic Wood Series Laminate Flooring printed film layer will NOT wear through for thirty (30) years under normal residential use from the date purchased. Wear through is defined as 100% the print film layer wear-through that exposes two square inch of the core material, and over a minimum of 5% of the total installation area.

Limited Ten (10) Years Light Commercial Wear Warranty Details:

Oceanside Collection warrants, to the original purchaser, its Diamond and Classic Wood Series Laminate Flooring printed film layer will NOT wear through for ten (10) years under light commercial use from the date purchased. Wear through is defined as 100% the print film layer wear-through that exposes two square inch of the core material, and over a minimum of 5% of the total installation area. Light commercial defined as use in environments such as offices, showrooms, boutiques, in-house businesses, which do not experience heavy commercial traffic.

What Oceanside Collection covers:

If in the unlikely event of OC's Diamond and Classic Wood Series Laminate Flooring non-compliance with the above stated warranties, Oceanside Collection, at its sole option, will repair, replace such portions with the same product or similar product of equal value to the original purchaser. If OC can't correct the failure after reasonable times of attempt, OC will refund the purchase cost of materials ONLY for the portion of the floor that fails. Labor or installation cost is NOT covered.

Furthermore, OC reserves the right to request samples or photographs, or have a designated representative to inspect the job-site.

The percentage of the purchase cost refundable depends on the amount of time elapsed since the date of purchase:

Within 2 years - 100%, Within 3-5 years - 70%, Up to year 10 years - 50% , After 10 years – 25%

What Oceanside Collection DOES NOT cover:

1. Dissatisfaction due to improper job site condition, like unsuitable substrates, underlayment, etc... that clearly indicated in the Installation Instruction.
2. Dissatisfaction due to improper installation. The Installation Instruction and Maintenance Guide must be followed properly. You can obtain copy from the dealer/retailer where you bought the material or visit www.oceansidecollection.com.
3. This Warranty does not cover materials with visible defects once they are installed. Prior to installation, the installer / homeowner should inspect all material and determine if it matches the work order. Any defects should be reported to OCs distributor / dealer immediately. Please also be noted that industry standard permits up to 5% defects.
4. Variation of color and design from samples and printed illustrations to the actual floors material installed.
5. Fading or reduce of gloss level due to exposure to extreme sunlight, UV rays or heats.
6. Residential or Commercial installations with heavy wheeled vehicle traffic that permanently indents, or damages the floors.
7. Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, abuse or any harsh scouring pads while buffing.
8. Damage caused by fire, household accidents or abuse (including, but not limited to, boots and cleats or spikes, vacuum cleaner beater bar, caster wheels, dropping of heavy or sharp objects, or moving appliances without protection etc...)
9. Floor products that sold as is, cleanouts or second quality.
10. All transition moldings are NOT covered.
11. Damage caused by flooding, acts of God, plumbing accidents or leaking appliances.

Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

12. Damage resulting from mold and/or mildew growth.

13. Consequential Damage: Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES WILL Oceanside Collection BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR IN ABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THIS WARRANTY IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE WARRANTY, AND IS IN LIEU OF ALL OTHER EXPRESSED OR STATUTORY WARRANTIES. NO INSTALLER, DEALER, CONTRACTOR, AGENT OR EMPLOYEE OF Oceanside Collection HAS THE AUTHORITY TO INCREASE, EXPAND OR ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

How to make claim:

If you need to make a warranty claim, contact your dealer/retailer or installer. If they can't satisfy your claim, then contact Oceanside Collections' US distributor Country Wood Flooring at: 17521 RAILROAD STREET # G, CITY OF INDUSTRY, CA 91748 ATTN: CLAIMS DEPARTMENT. A written description of problem of floor is required, better with support photos, and proof of purchase with purchase date, showing the floor name, stock numbers etc. Please also include the name, address, contact information of the dealer/ retailer who sold / installed you the flooring material.