

# Thank You

We appreciate your business and would like to take this opportunity to tell you what you need to know to ensure your purchase provides you with years of satisfaction.

Inside this brochure you will find specific information about the Robina Floors warranties as well as care and maintenance guidelines.

To help us serve you better, we require that you register your product within 30 days either online at [robinafloors.com](http://robinafloors.com) or through our Customer Service Center at 888-862-9898.

Our most current warranty information is also available online at [robinafloors.com/performance](http://robinafloors.com/performance).

We are confident that you will be satisfied with your new floor and we thank you for your purchase.

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## WARRANTY EXCLUSIONS

### Warranty Coverage

The Warranties described below are given to the original purchaser only and are subject to the procedures, limitations, disclaimers and exclusions set forth herein. The warranties cover only approved product applications as recommended by Robina Floors and are effective on laminate flooring products purchased after September 2008. See [robinafloors.com](http://robinafloors.com) for details.

### Warranty Disclaimers and Exclusions

The Robina Floors Residential and Commercial use warranties are limited warranties made subject to the following conditions:

- The flooring must be installed and maintained in accordance with the instructions that accompanied the product. Improper sub-floor/surface preparation, installation, or application will void this warranty.
- A Robina Floors-approved underlayment must be used for all installations. To validate warranty for installations on concrete sub-floors or below grade level, a Robina Floors-approved underlayment must be used as a vapor barrier. For installations on radiant heated floors, a Robina Floors-approved underlayment must be used to allow heat flow.
- This warranty does not cover wear or damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided by the manufacturer, physical abuse to or misuse of the product, accidents causing scratching, impact or cutting, freight damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized Robina Floors dealer, or any wear or damage caused by acts of nature.
- The affected area should be visible from a standing position and cover a minimum area of 1/2 square inch.
- Repair and/or replacement is limited to one occurrence.

Robina guarantees merchantability of our products unless otherwise stated.

No warranties apply to any product or products designated as seconds, close-outs, off-goods, or non-standard items. Any product(s) so designated are sold "as is." This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by the law. Robina Floors assumes no liability for incidental or consequential damages. Any controversy arising out of or relating to this warranty, or the breach thereof, shall be settled by the binding arbitration administered by the American Arbitration Association in Atlanta, Georgia under the AAA Commercial Arbitration rules, and the law of the state of Georgia shall govern this warranty. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair, refinish, or replacement of defective products. This warranty supersedes all previous warranties.

# Robina laminate

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**WELCOME!**

Robina Floors manufactures our products to the highest quality standards. We are proud to stand behind our floors with some of the most complete warranty coverage available.

In the unlikely event that you ever experience a problem with your floor with respect to the warranty provisions described herein, Robina Floors will replace the damaged part(s) of your floor.

We require that within 30 days upon purchasing your new floor, you register your product either online at [robinafloors.com](http://robinafloors.com) or by calling our customer service department at 888-862-9898. For your reference, our most current warranty information is posted online at [robinafloors.com](http://robinafloors.com). Please save your receipt as a dated proof of purchase. It will be required if ever you need to file a claim.

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**PRE-INSTALLATION WARRANTY**

Prior to installation, you and/or the installer should inspect each board of flooring for any visible defects such as cracks or marring, etc. Any defective boards should be returned to the store from which the floor was purchased for immediate replacement. Our pre-installation warranty does not cover visibly defective boards after they are installed, so it is very important that this inspection be done prior to the installation.

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**LIMITED LIFETIME STRUCTURAL INTEGRITY WARRANTY**

Robina Floors provides a Limited Lifetime Structural Integrity Warranty guaranteeing that the laminate floor will remain free from manufacturing defects in lamination, assembly and milling for a lifetime. This warranty covers the laminate flooring in its original manufactured state.

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**MANUFACTURING DEFECTS WARRANTY**

Robina Floors guarantees its floors will be free from manufacturing defects in lamination, assembly, milling, dimension and grading for as long as you own the floor.

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**WEAR, FADE & STAIN WARRANTY**

Robina Floors provides a wear, fade and stain warranty for the laminate flooring. This warranty guarantees that the decorative laminate surface will not wear through, the floor will not fade due to exposure to sunlight or electrical light and the surface will not stain. (Reduction in gloss is NOT wear)

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**TOPICAL MOISTURE WARRANTY**

Robina Floors also provides topical moisture warranty guaranteeing that the floor will not be damaged by topical moisture (such as spilled water, provided that the water is promptly wiped up and allowed to dry)

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**LIGHT COMMERCIAL WARRANTY**

Robina Floors laminates are a great choice for light commercial applications such as doctors' offices, hair salons, hotel rooms, retail showrooms, art galleries, etc. When used in light commercial applications, Robina Floors provides a warranty guaranteeing that the decorative laminate surface will not wear through, the floor will not fade due to exposure to sunlight or electrical light and the surface will not stain.

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**CARE AND MAINTENANCE**

You can expect your laminate floors to endure beautifully for many years with routine care and maintenance. You should take several steps to properly care for your new floor:

- Remove dirt regularly using a vacuum featuring a hard surface floor attachment. Do not use a vacuum's beater/rotary brush as this can damage your laminate floor.
- Clean the floor regularly using the Robina Floors recommended laminate floor cleaner. Never wet mop the floor or use sealers, polishes or any abrasive materials to clean the floor.
- Protect the floor with walk-off mats at entrances and other high traffic areas. Using felt pads beneath furniture legs is recommended.

Please consult the Maintenance section of the Installation Guide that came with the flooring for complete maintenance guidelines.

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**WARRANTY SERVICE**

Warranty Service: In the unlikely event that your floor does not perform within the listed parameters established by this warranty the following steps are required.

It is important that you have the original receipt/invoice for your Robina Floor's purchase to initiate the warranty process.

1. Contact the Authorized Robina Floors Dealer from whom you originally purchased your Robina Floors floor. They will inspect the floor and note any and all of your concerns. If further action is required they will contact their authorized Robina Floors Distributor.

2. In the event that the initial inspection by the original selling dealer is inconclusive or you the homeowner have additional questions, the original Authorized Robina Floors Dealer will contact the Robina Floors Distributor to conduct a follow-up inspection. The Distributor representative will file a report with Robina Floors.

3. Should any questions remain after the simple two step process is completed, the Distributor Representative can arrange for an independent inspection to review the concern. If at any time during the process you have any questions you can contact us directly at [robinafloors.com](http://robinafloors.com) or call us at 888. 862.9898 and ask for Technical Services.

After Distributor inspection, Robina Floors will issue its findings and will determine if any additional action is required.

This warranty applies to the original purchaser and is not transferable. No agent, dealer/retailer, distributor, installer, fabricator or employee of Robina Floors, has the authority to alter the obligations or limitations of any Robina Floors Warranty.

Robina Floors strongly recommends that our consumers select a Robina Floors Authorized Dealer within a reasonable proximity to their residence. It is vital to us that you as our consumer experience the highest level of satisfaction and service with respect to your Robina Floors product.

This warranty requires that an employee, owner, or officer of the Robina Floors Authorized Dealer from whom you purchased the floor responds to any concerns you have regarding your Robina floor. We require the dealer to perform the first inspection which will initiate the warranty review process. This warranty requirement excludes the use of independent inspectors when responding to your initial concerns. We feel personal attention from your dealer is vital to resolve any warranty concerns in a concise and timely manner.