

Lifetime residential warranty (up to 33 years) on Pergo Wood Parquet

This warranty is valid on Pergo Wood Parquet and Pergo accessories.

The Pergo wood residential warranty applies only to parquet floors installed in a room used solely for residential purposes.

Unilin bvba, division Flooring, guarantees that, as from the date of purchase, parquet floors bearing the trade mark Pergo wood and Pergo accessories, hereinafter referred to as "products", are free of manufacturing errors or material defects. This residential warranty is for the lifetime (up to 33 years) of the products and the PerfectFold 3.0 connections between the various parquet panels. The invoice date is valid as date of purchase. The original, dated purchase invoice, marked with the stamp of the distributor or retailer, must be presented. The residential warranty may only be invoked if all the following conditions are met.

Consult the manufacturer, distributor or retailer in case of doubt.

1. The residential warranty applies only to the first owner and to the first installation of the floor and is not transferable. The person mentioned as the buyer on the purchase invoice shall be considered as the first owner. This warranty applies to all purchases of high quality Pergo products after the date when these warranty conditions were issued (see below).
2. The residential warranty applies solely to defects inherent in the products supplied. This term covers the material and production defects recognized by the manufacturer, including delamination of the top layer. Unilin bvba, division Flooring, has the option of repairing or replacing defective products with products in stock at the time the complaint was accepted. There will be no other form of compensation.
3. The lifetime warranty on the Pergo PerfectFold 3.0 connection applies only to open joints larger than 0.2 mm.
4. The Pergo wood floor must be installed in accordance with the Pergo PerfectFold 3.0 installation method and with the aid of the Pergo accessories. Pergo accessories are recognizable by the Pergo logo and are recommended in the sale documents for the year of purchase. It must be possible to provide proof that the installation and maintenance instructions were followed as recommended by the manufacturer and that the recommended Pergo accessories were used. The installation and maintenance instructions can be found in the flooring packaging (in 1 out of 3 boxes) or in any separate accessories packaging. If the instructions are missing, they must be requested from the manufacturer or the distributor/ retailer, or they can be viewed on www.pergo.com. If the installation is not carried out by the end-user, the installer must provide the end-user with at least one copy of the installation and maintenance instructions, as well as the warranty conditions (also in 1 box out of 3).
5. The damage to the product must be clear and measure at least 1 cm². Damage caused by erroneous or improper use, such as damage of a mechanical nature such as indentations caused by severe impact or falling objects, scratches – caused by dragging furniture, for example – are not covered by the residential warranty.
The legs of furniture must always be fitted with the appropriate protectors. Furniture on wheels must be fitted with soft wheels, or an appropriate protective carpet laid or protective cups placed under such furniture.
6. Floor panels or accessories must be carefully checked in daylight for visible defects and during installation. Products with visible defects must under no circumstances be installed.
7. In the case of hidden defects (defects that are not visible before or during installation), the costs of removing, repairing or re-laying the product will be paid by the purchaser. If the product was originally installed by a professional, Unilin bvba, division Flooring may cover reasonable labour costs that correspond to the current labour costs in the relevant market. Unilin bvba, division Flooring may never be held liable for any secondary or incidental damage.

8. Bringing in sand and/or dust from outside must be avoided by placing a suitable mat near the entrance door(s).
9. The floor must not be installed in damp and/or humid rooms, in extremely dry rooms or in rooms with extremely high temperatures (such as saunas).
10. Any fluid spilt on the floor or near the skirting boards or profiles must always be removed as quickly as possible. Clean the floor only in accordance with the Pergo[®] maintenance instructions using the Pergo[®] maintenance kit. Damage caused by flooding or leakages, or cleaning with excessive amounts of water and/or the wrong cleaning materials will be excluded from the warranty.
11. If one of the above-mentioned defects is discovered, the distributor must be informed thereof immediately within 15 days of discovery of the defect. Once this period has expired, no further complaints will be accepted. Under no circumstances may Unilin bvba, division Flooring be held liable for consequential damage, including such things as loss of time, inconvenience, expenses and other costs resulting directly or indirectly from the complaint.
12. Unilin bvba, division Flooring OFFERS NO WARRANTIES, WHETHER EXPLICIT OR IMPLICIT, OTHER THAN THAT DESCRIBED IN THIS DOCUMENT, INCLUDING WARRANTIES OF SALEABILITY OR SUITABILITY OF THE PRODUCT FOR A SPECIFIC PURPOSE, AND NO SOLUTIONS SHALL BE AVAILABLE OTHER THAN THOSE SPECIFIED IN THIS DOCUMENT. The legal warranty in the country of purchase remains fully applicable.

Limited commercial warranty on Pergo Wood Parquet

The Pergo wood commercial warranty can be obtained upon request.

General information

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Unilin bvba, division Flooring is not liable for labour costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Flooring panels must be checked carefully for material defects before and during installation under optimal light conditions. Panels with visible defects must not be installed under any circumstances. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. For any service-provision under this warranty, it is best to contact your local Pergo retailer or the Unilin technical service.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Pergo retailer or mail in proof of purchase and description of claim to:

Unilin bvba, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium
Tel. +32(56) 67 52 11 - Fax. +32 (56)67 52 39 - www.pergo.com