



## **MANUFACTURE RECOMMENDED LIMITED 25 YEAR RESIDENTIAL WARRANTY**

This warranty applies to FRISCH COCONUT PALM FLOORINGS installed for residential use. For the above-mentioned flooring used in residential areas, FRISCH COCONUT PALM makes the following plank and coating warranties.

### **WARRANTIES**

#### **1. Twenty Five Year Plank Warranty**

FRISCH COCONUT PALM warrants that, when installed and maintained in accordance with the Installation and Maintenance Instructions, the FRISCH hardwood planks will not delaminate, buckle or cup as a result of manufacturing defects for a period of twenty-five (25) years from date of purchase.

#### **2. Twenty Five Year Coating Residential Warranty**

FRISCH COCONUT PALM warrants that, when maintained in accordance with the Installation and Maintenance Instruction., the factory applied coating will not wear through or separate from the laminated planks as a result of manufacturing defects for a period of twenty-five (25) years from the date of purchase.

We guarantee your satisfaction with each plank of FRISCH COCONUT PALM FLOORING. Should any plank not meet your satisfaction because of a visual defect, simply return it to your retailer, PRIOR TO INSTALLATION, for replacement.

### **INFORMATION ABOUT YOUR WARRANTY COVERAGE**

This warranty does not cover damages or failure attributable to:

- Planks installed with obvious visual defects.
- Defects or damage to planks caused by installation or maintenance that does not comply strictly with the instructions set forth in the FRISCH COCONUT PALM FLOORING Installation and Maintenance Instructions.
- Dissatisfaction or damaged cause by application or wear through of this site coatings.
- Defects or damage to planks caused by abuse: e.g., using abrasive like steel wool to scour the floor, sliding heavy objects across the floor without proper protection.
- Damage to plank or coating caused by damage to underlying flooring.
- Defects or damage to planks caused by severe accidents (e.g., fire, burns)
- Damage caused by flooding or standing water from leaking pipes, faucets, household appliances, etc; up to and including flooding and any damage caused by acts of God.
- Damage or natural expansion and contraction resulting in separation between boards or damage caused by low excessive humidity.
- Cupping of the planks when installed over radiant heat.



**Notes on Warranty:**

- This warranty applies only to the original purchaser and installation site and is transferable.
- This warranty is valid only for residential installation.

**FOR WARRANTY SERVICE:**

To make a claim, contact FRISCH COCONUT PALM FLOORINGS no later than 30 days following the date of discovery or detection, at 1-800-738-7247. Proof of purchase, such as the bill of sale is mandatory when requesting warranty service.

- FRISCH COCONUT PALM reserves the right to designate a representative to inspect the floor and remove samples for analysis.
- No unauthorized person, installer, dealer, agent or employee of FRISCH COCONUT PALM or any representative is entitled to assume any liability on behalf of FRISCH COCONUT PALM relating to the sale of this product or has the authority to increase or alter the obligations or limitations of this warranty.

**THE SOLE REMEDY PROVIDED BY THIS WARRANTY IS THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS. THIS WARRANTY DOES NOT COVER THE COST OF REMOVAL OR INSTALLATION OF NEW PRODUCT.**



## **MANUFACTURE RECOMMENDED LIMITED 25 YEAR COMMERCIAL WARRANTY**

This warranty applies to FRISCH COCONUT PALM FLOORINGS installed for residential use. For the above-mentioned flooring used in commercial areas, FRISCH COCONUT PALM makes the following plank and coating warranties.

### **WARRANTIES**

#### **1. Twenty Five Year Plank Warranty**

FRISCH COCONUT PALM warrants that, when installed and maintained in accordance with the Installation and Maintenance Instructions, the FRISCH hardwood planks will not delaminate, buckle or cup as a result of manufacturing defects for a period of twenty-five (25) years from date of purchase.

#### **2. Twenty Five Year Coating Residential Warranty**

FRISCH COCONUT PALM warrants that, when maintained in accordance with the Installation and Maintenance Instruction., the factory applied coating will not wear through or separate from the laminated planks as a result of manufacturing defects for a period of twenty-five (25) years from the date of purchase.

We guarantee satisfaction with each plank of FRISCH COCONUT PALM FLOORING. Should any plank not meet your satisfaction because of a visual defect, simply return it to your retailer, PRIOR TO INSTALLATION, for replacement.

### **INFORMATION ABOUT YOUR WARRANTY COVERAGE**

This warranty does not cover damages or failure attributable to:

- Planks installed with obvious visual defects.
- Defects or damage to planks caused by installation or maintenance that does not comply strictly with the instructions set forth in the FRISCH COCONUT PALM FLOORING Installation and Maintenance Instructions.
- Dissatisfaction or damaged cause by application or wear through of this site coatings.
- Defects or damage to planks caused by abuse: e.g., using abrasive like steel wool to scour the floor, sliding heavy objects across the floor without proper protection.
- Damage to plank or coating caused by damage to underlying flooring.
- Defects or damage to planks caused by severe accidents (e.g., fire, burns)
- Damage caused by flooding or standing water from leaking pipes, faucets, household appliances, etc; up to and including flooding and any damage caused by acts of God.
- Damage or natural expansion and contraction resulting in separation between boards or damage caused by low excessive humidity.
- Cupping of the planks when installed over radiant heat.



**Notes on Warranty:**

- This warranty applies only to the original purchaser and installation site and is transferable.
- This warranty is valid only for commercial installation.

**FOR WARRANTY SERVICE:**

To make a claim, contact FRISCH COCONUT PALM FLOORINGS no later than 30 days following the date of discovery or detection, at 1-800-738-7247. Proof of purchase, such as the bill of sale is mandatory when requesting warranty service.

- FRISCH COCONUT PALM reserves the right to designate a representative to inspect the floor and remove samples for analysis.
- No unauthorized person, installer, dealer, agent or employee of FRISCH COCONUT PALM or any representative is entitled to assume any liability on behalf of FRISCH COCONUT PALM relating to the sale of this product or has the authority to increase or alter the obligations or limitations of this warranty.

**THE SOLE REMEDY PROVIDED BY THIS WARRANTY IS THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS. THIS WARRANTY DOES NOT COVER THE COST OF REMOVAL OR INSTALLATION OF NEW PRODUCT.**