

Residential Warranty

Russian River Collection

Premium Engineered Wood Flooring



Linco Enterprises, Inc. offers a 25-year limited residential warranty on the finish and lifetime structural warranty on the Russian River Collection engineered wood flooring. Warranties are non-transferable, and apply to customers who originally purchased and installed Linco Floors Russian River Collection. The original, paid-in-full invoice is required. Claims must be filed by the original purchaser who must still be the owner of the home. In the unlikely event that any portion of your floor should fail, with respect to any provisions of this warranty, Linco Enterprises, Inc. at its sole option to the original purchaser, will repair, refinish or replace such portion with the same product or another product of equal value at no cost to the purchaser. If Linco Enterprises, Inc. is unable to correct the failure after a reasonable number of attempts, Linco Enterprises, Inc. will refund, if requested, the purchase price from Linco Enterprises, Inc. for that portion of the floor that fails. Prior to installation, the installer/owner is responsible for inspecting and verifying materials and factory finish of the pre-finished hardwood flooring. The installer/owner is the final inspector and assumes the responsibility to determine if the product is correct and acceptable before installation begins. It is critical that all installations are done in compliance with the procedures outlined in the Linco Floors Russian River installation instructions, which can be found in each carton of flooring and/or online. No damage or defects caused by improper installation or failure to provide a suitable installation environment are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties.

Exclusions and Limitations This warranty does not cover damage, discolorations, indentations, scratches, or stains arising from negligence, accidents, abuse, fire or excessive heat, abnormal wear, construction, spike heels, grit, sand or other abrasives, dents, insect infestation after the product has left our factory, or from domestic animals. Russian River Collection engineered wood flooring is a natural product that features a reclaimed look. In addition to each board being unique, exclusions to this warranty include characteristics with large & small knots, saw marks, large to small splits, cracks, over wood, face undulations, high color contrast. Additional exclusions include grain variations, grain splinters, minor width/length variations, and normal differences between color of samples and the color of installed floors. This provision does not cover the removal, replacement of cabinets and other fixtures, sales tax, or the cost of new materials. Linco Enterprises, Inc. is not responsible for damages or costs incurred by delivery delays, order errors, improper installation, or poor jobsite conditions.

Pre-Installation Before leaving the factory, each piece of Linco hardwood floorboard is closely inspected by our quality control team and sealed with packaging for shipping. We recommend that the homeowner examine the flooring material thoroughly to make sure that the color and appearance of the product meet expectations. It is required that all orders for pre-finished flooring include an overage of floorboards – minimum five percent of the actual footage – to allow for proper cutting and installation. Discarded materials for reasons of structural defect shall not exceed five percent of total floorboard ordered. 25-Year Warranty on Product Finish Under normal residential conditions and with the recommended maintenance, Linco Enterprises, Inc. warrants that the UV Oil Finish will not peel or separate from the wood for 25 years. Gloss addition/reduction can occur due to factors outside of manufacturers' control, which is not considered as wear-through and thus is not under warranty.

Lifetime Structural Warranty Russian River Collection Engineered Wood flooring should not delaminate under normal living conditions. Any structural failures are subject to the provisions of this warranty. Linco Enterprises, Inc., warrants that the floorboards will remain free from manufacturing defects for as long as the original purchaser occupies the building. The factory warranties apply only to the original purchaser and are non-transferable.

Radiant Heat Warranty Linco Floors does not warrant nor recommend radiant heating (electrical nor hydronic) with Russian River Collection wood floors.

Additional Exclusions It is imperative the floors are installed within the ranges set forth in the applicable installation instructions. Failure to follow these guidelines, especially with regard to humidity range, can result in a performance failure or damage to your floors. These warranties do not include damage or unsatisfactory performance caused by excessive moisture or moisture vapor including, but not limited to, improper humidity inside the home, excessive ground moisture that migrates into the home for any reason, excessive sub-floor moisture, water leaks caused by broken pipes or appliances, improper cleaning methods such as wet-mopping, steam cleaning or other automated cleaning machines, weather conditions or natural disasters such as flooding or excessive rainfall. Since wood is a natural product, it reacts to UV indoor & outdoor light sources. The degree of reaction varies from species to species resulting in discoloration of wood floor. Natural wood will also tend to expand and contract as moisture and humidity levels inside the home may change. Accordingly, normal expansion and contraction which results in minor separations between flooring boards are not covered by these warranties.

Handling of Claims under this Warranty Claims must be filed within the coverage period, and information verifying the date of purchase may be required. Linco Enterprises, Inc. reserves the right to have a designated Linco representative to inspect the floors and remove samples for technical analysis. If you need to file a claim under this warranty, first contact your Linco Floors retailer. Any or all disputes arising out of Linco Enterprises, Inc., products or this warranty shall be subject to mandatory and binding arbitration in Los Angeles, California, pursuant to the rules of American Arbitration Association. Any trials by jury are expressly waived.

THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE WARRANTY, AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES. LINCO ENTERPRISES, INC., ASSUMES NO LIABILITY FOR ANY LOSS NOR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION EXPRESSED. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY STATE TO STATE.