



## BECKHAM BROTHERS | BIG BEN SPC

### **30-YEAR RESIDENTIAL / 10-YEAR COMMERCIAL WARRANTY INFORMATION**

*Beckham Brothers & Co. recommends its Stone-Plastic Composite products be professionally installed.  
If not, no labour costs would be included should a valid claim be made.*

#### **QUALITY ASSURANCE**

Beckham Brothers Stone-Plastic Composite (SPC) Floors are manufactured to the highest quality control standards in the industry. Every batch of Beckham Brothers flooring goes through 14 rigorous testing standards to ensure the quality of our Floors. Through the entire manufacturing process, we have Quality Assurance checkpoints in place to confirm the superiority of our Floors. The final step in our Quality Assurance process is a rigorous third-party test by an independent ISO certified lab to re-confirm that our 14 quality standards have been achieved. We will not leave any stone unturned to ensure our promise to manufacture the perfect floor.

IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION.

FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT.

Beckham Brothers accepts no responsibility for labour, or out-of-pocket costs incurred to remove or install products.

#### **30-YEAR RESIDENTIAL WEAR WARRANTY / 10-YEAR COMMERCIAL WEAR WARRANTY**

Any claim on either Wear Warranty must be easily noticeable and cover at least 20% of the total floor area for a claim to be considered.

Beckham Brothers warrants to the original purchaser that, under normal residential conditions, the commercial-quality wear layer of Beckham Brothers **Big Ben SPC** flooring will not wear through, stain, or peel for a period of thirty(30) years for residential and ten(10)years for commercial, from the date of purchase by the original purchaser.

Regular maintenance outlined in the Beckham Brothers Maintenance document must be followed in order to validate this warranty. This warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Beckham Brothers will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to



repair, refinish or replace the defective product prior to inspection by Beckham Brothers or its appointed agent will invalidate this warranty.

Beckham Brothers may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

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#### **WARRANTY EXCLUSIONS**

The following are expressly excluded from the Beckham Brothers warranties:

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1. Scratches, dents, warping, splits, cracks, delamination, or other damage that occurs (during or after the floor has been installed) as a result of abuse, extreme weather or temperatures, improper care & maintenance (including, but not limited to, abrasive or improper chemical cleaning) or exposure to direct sunlight.
2. Product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of product. (Please read and adhere to all instructions and information found in the Beckham Brothers Installation Guide prior to preparation and installation of the floor.)
3. A failure of any Beckham Brothers SPC product relating to the subfloor, in any way. (The subfloor is the responsibility of the homeowner and installer.)
4. Fading or darkening as a result of direct, prolonged exposure to ultraviolet sunlight. Moving or rearranging rugs and furniture regularly will prevent inconsistencies.
5. Normal wearing of the finish in high traffic areas, pivot points and seating areas.



6. Product irregularity that is not measurable or that is visible only under certain lighting conditions or from a specific angle. (Visible defects should be evaluated by their prominence from a standing position in normal lighting.)
7. Any product that has been damaged or permanently altered, whether accidentally or intentionally, by smoke, paint, glue, or other chemicals. This includes inappropriate cleaning products.

#### **WHAT BECKHAM BROTHERS WILL DO IN THE EVENT OF A WARRANTY CLAIM**

Beckham Brothers will, at its option, either repair and/or replace the SPC Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. You are responsible to pay for all other costs related to the defective flooring (i.e. labour to remove Flooring, labour to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc.).

Any additional remedies are your sole and exclusive responsibility under this warranty.

#### **HOW TO MAKE A CLAIM**

Notify the dealer who sold you the material promptly, in writing. You must supply proof of purchase. Include the product name, quantity involved. Once the dealer verifies the claim, the retailer will notify a Beckham Brothers representative and if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact Beckham Brothers at 1-833-206-2767, or [info@beckhambros.com](mailto:info@beckhambros.com).

**PERCENTAGE OF COST REIMBURSEMENT**

Unless otherwise noted, all warranties are prorated.

| RESIDENTIAL 30 YEARS                     |          | COMMERCIAL 10 YEARS   |          |
|--|----------|-----------------------|----------|
| CLAIM REPORTED                           | COVERAGE | CLAIM REPORTED        | COVERAGE |
| 1 <sup>st</sup> to 6 <sup>th</sup> years | 100%     | 1 <sup>st</sup> year  | 100%     |
| 7 <sup>th</sup> year                     | 95%      | 2 <sup>nd</sup> year  | 90%      |
| 8 <sup>th</sup> year                     | 90%      | 3 <sup>rd</sup> year  | 80%      |
| 9 <sup>th</sup> year                     | 85%      | 4 <sup>th</sup> year  | 70%      |
| 10 <sup>th</sup> year                    | 80%      | 5 <sup>th</sup> year  | 60%      |
| 11 <sup>th</sup> year                    | 75%      | 6 <sup>th</sup> year  | 50%      |
| 12 <sup>th</sup> year                    | 70%      | 7 <sup>th</sup> year  | 40%      |
| 13 <sup>th</sup> year                    | 65%      | 8 <sup>th</sup> year  | 30%      |
| 14 <sup>th</sup> year                    | 60%      | 9 <sup>th</sup> year  | 20%      |
| 15 <sup>th</sup> year                    | 55%      | 10 <sup>th</sup> year | 10%      |
| 16 <sup>th</sup> year                    | 50%      |                       |          |
| 17 <sup>th</sup> year                    | 45%      |                       |          |
| 18 <sup>th</sup> year                    | 40%      |                       |          |
| 19 <sup>th</sup> year                    | 35%      |                       |          |
| 20 <sup>th</sup> year                    | 30%      |                       |          |
| 21 <sup>st</sup> year                    | 25%      |                       |          |
| 22 <sup>nd</sup> year                    | 20%      |                       |          |
| 23 <sup>rd</sup> year                    | 15%      |                       |          |
| 24 <sup>th</sup> year                    | 10%      |                       |          |
| 25 <sup>th</sup> – 30 <sup>th</sup> year | 5%       |                       |          |