



One Year Residential Labor Warranty

Who's Covered

The original purchaser Image Home's installation services is covered by this warranty. This warranty is not transferable.

Length of Coverage

This limited warranty is valid from the date of substantial completion of installation up to one (1) year for normal residential foot traffic.

What's Covered

The installation is warranted that it was installed pursuant to industry standards and manufacturer's installation instructions.

Installation Specific Warranties

Tile and Slate Installation

Image Home warrants the workmanship of your tile installation for one year after the completion of work. All tile installations include all floor, wall, and shower tiling with ceramic tiles, porcelain tiles, natural stone, slate and mosaics. Should any defects due to faulty workmanship become apparent, Image Home will correct the problem free of charge. Product defects are covered by the manufacture warranty. This warranty only covers the installation provided by Image Home. Types of services provided under the warranty include the following; any material that is loose including grout and all tiles, seams that gap, repair of transitional moldings and metal Schluter's, and any damage done before the installation is complete and approved. Image Home will use products like metal schluter, uncoupling membrane, waterproof membrane and high-quality thin set and grout when installing or the benefit of the material life. This warranty does not apply to the repairs caused by abuse, floods, fires, or foundation settling.

Hardwood Floor Installation

Image Home warrants the workmanship of your Hardwood Floor installation for one year after the completion of work. All workmanship is guaranteed to be first quality. Should any defects due to faulty workmanship become apparent, Image Home, will correct the problem free of charge. Product defects are covered by the manufacturer's warranty. This warranty covers only the installation provided by Image Home. Types of services provided under the warranty including fixing any loose material due to not being installed correctly, seams that gap, repair of transitional moldings that aren't installed correctly, and any damage done before the installation is complete and approved. This warranty does not apply for gouges, scratched or damage caused by water, erosion, insects, pets, spiked heel shoes, neglect, misuse, insufficient protection, improper maintenance, not maintaining proper humidity conditions or failure to follow our written instructions. We cannot guarantee against fading due to sunlight. As time goes by natural exposure to sunlight will slightly change the color of any hardwood floor. Since hardwood is a natural product your hardwood floor will continue to shrink and expand and depending on the season, humidity and heating conditions. Even if your hardwood floor is properly installed, the strips may shrink a little depending on the time of year. Any small gaps that might occur between the strips are normal and not covered by this warranty. Please also note that any damage done by other companies such as cabinets installers and painters; and damage done when moving large furniture is not covered under this warranty.

LVP/Laminate Floor Installation

Image Home warrants the workmanship of your Laminate/LVP floating floor installation for one year after the completion of work. All workmanship is guaranteed to be first quality. Should any defects due to faulty workmanship become apparent, Image Home, will correct the problem free of charge. Product defects are covered by the manufacturer's warranty. This warranty covers only the installation provided by Image Home. Types of services provided under the warranty including fixing any loose material due to not being installed correctly, seams that gap, repair of transitional moldings that aren't installed correctly, and any damage done before the installation is completed and approved. This warranty does not apply for gouges scratched or damage caused by water, erosion, pets, heel shoes, neglect, misuse, insufficient protection, and improper maintenance. Please also note that any damage done by other companies such as cabinets installers and painters; and damage done when moving large furniture is not covered under this warranty.

Glue Down Floor Installation

Image Home warrants the workmanship of your carpet installation for one year after the completion of work. All workmanship is guaranteed to be first quality. Should any defects due to faulty workmanship become apparent, Image Home will correct the problem free of charge. Types of service provided at no extra charge under the terms of the warranty include fixing seams which gap, loose material, air bubbles and any other workmanship defects. Please also note that any damage done by other companies such as cabinets installers and painters; and damage done when moving large furniture is not covered under this warranty.

Carpet Installation

Image Home warrants the workmanship of your carpet installation for one year after the completion of work. All workmanship is guaranteed to be first quality. Should any defects due to faulty workmanship become apparent, Image Home will correct the problem free of charge. Types of service provided at no extra charge under the terms of the warranty include remaking of seams which gap, ravel, or fray, re-stretching of carpet, repair of transitional moldings. Product defects are covered by the manufacturer's warranty. This warranty covers only the installation provided by image Home. This warranty does not cover damage caused by abuse, neglect, improper use, cleaning agents, flood or foundation settling. Please also note that any damage done by other companies such as cabinets installers and painters; and damage done when moving large furniture is not covered under this warranty.

What's Not Covered:

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, failure to properly maintain relative humidity or temperature, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as cupping, crowning, warping, buckling, peeling, twisting, or gapping.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); foundation issues such as settling; indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; failure to follow instructions provided by Independent Installation Professional or manufacturer, misuse and abuse; and any wear that conflicts with the care instructions are not covered. Alterations or repairs performed by someone other than the Independent Installation Professional or use of materials not provided by Image Home or Independent Installation Professional are not covered.

Special and Unconventional Installations: Installations and/or installation methods performed at your request against the advice of the Image Home and their installers not covered. Special installations such as borders and medallions or lacing or tying into existing installed flooring from another manufacturer are not covered.

Damages and Boards Installed with Visible Defects not promptly reported: Image Home recommends that you be present for the installation and participate in board selection. In the event that, despite participating in board selection, you object to a board with defects such as visible manufacturing, natural or other defects it must be reported to the Independent Installation Professional, Expeditor or Customer Care promptly. If you did not participate in board selection and failed to promptly report a visible defect, it is not covered. It is suggested that you inspect the installation upon completion. Damages to personal property and dissatisfaction with craftsmanship must be reported within three (3) days of completion of installation and if not timely immediately, are waived.

Natural Wood Characteristics: Wood flooring is a natural product. It may change as a result of the conditions to which it is exposed including seasonal and environmental factors. Seasonal gapping due to the wood's expansion and contraction in heating and non-heating seasons may occur. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural wood variations from board to board, like differences in grain, color, tone and knots, may exist. Issues relating to these natural wood characteristics are not covered under this warranty.

Color and Shade Variations: New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other wood products (such as cabinets, stair railings, trim and moldings) due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected. If a second installation takes place at a time after the first installation of the same materials the dye lot is not guaranteed to be the same resulting in variations.

Special, Indirect or Consequential Damages: Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

How to File a Warranty Claim

Please visit Image Home in person, call or email your project manager or call our office at 385-309-0333.

Claims must be submitted within ninety (90) days of the date that the problem with the floor is first discovered.