The Blakley Corporation Lifetime Craftsmanship Warranty

Effective February 9, 2026

The Blakley Corporation ("Blakley's") Lifetime Craftsmanship Warranty ("LCW") is built on two pillars that have been central to our success for over 100 years; trust and confidence. The confidence we have in our installation processes and technicians and the trust you place in us to install your Product correctly so that it performs and lasts. With this LCW, you are assured that your project will be professionally installed at or above industry standards for the life of the Product.

For the life of the Product and for as long as you own and/or reside in the Location where the Product was installed, Blakley's will correct, repair, or replace the Product that we have installed if it has failed due to faulty installation. Please see terms, conditions, and important information below.

How it Works

Once you have submitted a LCW claim ("Claim") using the process described in this LCW, and once your Claim is received, we will contact you within 3-5 business days to assess the area(s) of concern. If the Claim is determined to be valid and subsequently authorized, we will schedule reinstallation, repair, or replacement service or, at our sole discretion, refund the portion of the purchase amount related to the Claim. If we perform reinstallation, repair, or replacement service and the original material is no longer available, Blakley's reserves the right to provide alternate flooring from within our core product assortment and that is of comparable quality and value. If we opt to refund the portion of the purchase amount related to the claim, this LCW will terminate and you acknowledge and agree that Blakely's will have no further obligations, responsibilities, or any other liability related to the installed product, and any ongoing issues related to the installed product will be your sole responsibility.

The LCW becomes effective once 1) all installation of the Product has been performed and completed in accordance with manufacturer's/supplier's guidelines, 2) you have signed and Blakley's has received the Customer Acceptance Form, and 3) amounts due under your Order and any associated change order has been paid in full.

Your Responsibilities for the LCW to be Valid

Blakley's must have adequate and timely notification of any Claim. Please inform us as soon as you become aware of an issue that you believe may be installation related. Failure to do so may void the LCW if we do not have the opportunity to address any Claim before it worsens over time.

Your Product must be maintained in accordance with manufacturer/supplier recommendations and guidelines throughout the life of the Product in order for the LCW to remain in effect.

For hard surface Product (hardwood, laminate, or resilient flooring), you will be provided with one or more extra cartons of unused Product. Store the Product in a heated/air conditioned space (65 - 80 degrees Fahrenheit) and have it available should the need arise for us to repair or replace any Product.

Exclusions

- Routine carpet restretch service or seam repairs (that are not caused by faulty craftsmanship).
- Non-installation related gaps or other changes in plank flooring (e.g., caused by environmental conditions such as temperature, humidity, or structural, or other factors).
- Miscellaneous touch-up, repairs, or replacement of moldings, transitions, etc., beyond what is stated in the Order.
- Commercial projects.
- Installation methods that were requested or required due to the nature of the Location and did not align with the recommendations by the manufacturer, or that are otherwise inconsistent with established industry standards.
- ~~Product that used~~ Installation-related materials such as 1) adhesives, accessories, underlayment, substrate patch/prep or corrective materials, etc., or 2) any substrate preparation, substrate corrective service, or installation method that was required or requested and that does not conform to either the manufacturer/supplier installation guidelines or industry standards.
- Products not sold and/or warranted by Blakley's even if Blakley's Flooring has agreed to install such Products sourced by you or others on your behalf.
- Products or related sundries, accessories, or installation materials that have been repaired, adjusted, handled, removed and/or replaced, or re-installed by others.
- Products affected by settling or any material structural changes to the Location.
- Underlayment, Product components or accessories, or handling, repair, etc., of the Product or related components by others that may affect the integrity or quality of the installation.
- Installation quality impacted by your insufficient or improper maintenance, cleaning, care, etc., of the Product.
- Product that has been subjected to abuse, misuse, or damage. Effects from chemicals, discoloration from asphalt driveways, damage caused by furniture, chairs, tables, etc., wheelchairs, beds, motorized scooters, and pets

Other

- Blakley's LCW covers installation only, not flaws or defects in your Product that may become apparent or present during or after installation. Product-related Claims are submitted by Blakley's on your behalf to the manufacturer, distributor, or supplier of the Product.
- The LCW is non-transferable and applies only to you and your Location.
- Blakley's reserves the right to modify, improve, or discontinue the LCW at any time; however, your rights under the LCW that are in effect at the time of purchase, subject to the terms and conditions herein, will be preserved.

This LCW is the only express warranty provided by Blakley's. No employee, representative, agent, or any other person, has authority to assume or incur on behalf of Blakley's any obligation, liability, or responsibility in place of or in addition to this warranty. BLAKLEY'S HEREBY EXCLUDES AND DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BY WAY OF ILLUSTRATION AND NOT LIMITATION, WARRANTIES OF FITNESS FOR PARTICULAR PURPOSE, HABITABILITY, AND MERCHANTABILITY. Blakley's liability to you under this warranty is limited to the amounts received by Blakley's for services rendered under your Order. In no event shall Blakley's be obligated or liable for incidental, special, indirect, or consequential damages of any kind for the breach of any express or implied warranty.

How to Submit a Claim:

Notify us in writing. Your correspondence must include

Your Name
Contact phone number(s), address, and email address
Date of Purchase
Copy of original Order and/or Order Number
Description of the issue
Photos of the affected area (if possible)
Cleaning or maintenance receipts or records

Send your written correspondence

Via **U.S. Mail or national overnight delivery service (i.e., FedEx, UPS) to**

Blakley's
Residential Division/Claims Department
8060 East 88th Street
Indianapolis, IN 46256

OR

Via **E-mail at RetailClaims@blakleys.com**

A Blakley's representative will contact you to set up an inspection within 3-5 business days after we receive your correspondence.