

## Limited 10 year Residential Warranty Limited 5 Year Commercial Warranty

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation limitations and warranty sections of this document. The flooring products carry a limited warranty against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer/Distributor's installation instructions to the original Owner/Purchaser/ Installer of the product, if they are the original purchaser where the product is installed for the period of the warranty.

**Note:** You must retain an original label of the product purchased which denotes your warranty duration. This warranty is nontransferable. Manufacturer/Distributor's warranty and liability does not extend beyond the flooring strips and is limited to a maximum value of the original purchase price of the flooring. Warranty is limited to repair or replacement of the flooring strips at the sole option of the Manufacturer/Distributor. The warranty does not include labor and installation costs. Claim compensation, if approved and/or authorized is limited to the specific area which the Manufacturer/Distributor deems to be valid under the claim.

### Product warranty use and limitation definitions are:

- Residential warranty is limited to dweller owned and occupied single family homes that are owned during the warranty period.
- Usage limitations are further defined herein.
- This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion, pebbles, stones, sand, all other abrasives, inadequate protection, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, water, natural disasters, excessive heat, heating and air-conditioning systems, accident, improper installation or handling, cleaning, negligence or other causes not attributed to manufacturing or workmanship defects or failure to adhere to and follow all the manufacturer's instructions for installation and maintenance and incorrect or insufficient maintenance.
- Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.
- This warranty excludes variances in, loss of sheen and changes to gloss levels.
- This warranty excludes noises of all types (creaks, squeaks, etc.) emanating from the floor and/or subfloor.
- Expansion of the floor caused by sunlight and/or excessive temperatures is not considered a defect under this warranty.
- This warranty excludes claims due to differences in the color and character from display models, physical samples, web-site/literature/ advertising images, as well as differences in color and character from plank to plank, except as noted herein.
- The warranty excludes claims due to natural changes in color from exposure to light, or to areas which have not changed in color due to less exposure to light than surrounding areas.
- This warranty shall be void if visual defects or nonconformities are determined to be apparent prior to installation.
- This warranty explicitly excludes products sold "as is".
- Color & manufacturing flaws up to 5% are not considered as manufacturer's defects under this warranty.
- Damages to the floor caused by heavy rolling loads, industrial and commercial handling equipment, or furniture, such as chairs with castors of any type, are specifically excluded from this warranty.
- Damages to the floor caused by improperly moving appliances, and other types of large or heavy objects are specifically excluded from this warranty.
- The original Installer is responsible for a correct installation, the original

Owner/Purchaser is responsible for the correct maintenance and cleaning of the flooring in accordance with the included instructions.

- All warranty claims must be reported immediately. Failure to report the warranty claim within 30 days of defect discovery will void the warranty.

This warranty specifically excludes claims for damages attributed to in-floor (radiant) heating systems, or damages caused by heat released by or escaping from heating ducts, sunlight, heating vents or electric baseboards and hot water heating system registers and in all cases where temperatures have exceeded 90°F.

This warranty excludes flooring exposed to moisture, alkaline, acids, solvents, surface stains including asphalt, driveway sealers, rubber wheels, rubber and latex mats, extended exposure to direct sunlight, extremes of temperature, chemical reaction, corrosion, cuts, scratches, scrapes, loss of gloss, casters, wheels, heavy rolling loads, lifts and/or equipment, non-foot traffic or from any abuse or abnormal use.

This warranty excludes material not from the same production run.

This warranty excludes results: health hazards, structural damages and mold and mildew growth. Limited waterproof claim does not cover any structural, mold and/or mildew damages.

The Manufacturer/Distributor warrants to the original user that the wear-layer on this product will not wear through nor separate from the flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

Should this floor fail to live up to the provisions of this warranty, the Manufacturer/Distributor, at its sole option, to the original purchaser/home owner, will repair or replace the area it deems to qualify under the warranty claim at no cost to the original purchaser/home owner with the same or similar product. If the repair or replacement by a same or similar product cannot provide a reasonable and satisfactory claim resolution, the Manufacturer/Distributor, at its sole option may elect to provide to the original purchaser/homeowner a refund of the original price of the materials for the affected area only. This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the Manufacturer/Distributor assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states and provinces do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights; in addition, you may also have other rights that vary from state to state. To file a warranty claim, first contact the original dealer where the floor was purchased. Note that the Manufacturer/Distributor reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

All warranty claims must be made through the dealer that you purchased your floor from. All claims must include a complete copy of the original purchase receipt, installation documentation and information, site photographs and other information that may be requested by your dealer, the distributor and/or the manufacturer.