WARRANTY

STOP! READ!

ATTENTION! READ BEFORE INSTALLING!

ALL FLOORS COVERINGS SHOULD BE PROFESSSIONALLY INSTALLED TO ENSURE A VALID WARRANTY

We warrant all our products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to our Installation & Maintenance Manual. Please refer to the installation manual for the proper moisture content of the subfloor, all year round relative humidity/temperature and all proper guidelines to ensure that the warranty remains valid.

Warranty Coverage	AC4	
	Residential	Light Commercial
Wear	50 Years	10 Years
Structural	Lifetime	Lifetime

LIMITED RESIDENTIAL USE WARRANTY

SCOPE OF APPLICATION

This Limited Residential use warranty is offered by us and is Worldwide applicable. This warranty applies to our water resist surface laminate flooring, purchased from authorized dealer and installed and used residentially. Residential use is defined as normal household use.

The subfloor must have a 6mill poly installed between the plank and subfloor or you will void the warranty.

WARRANTIES

WEAR WARRANTY

We warrant to the original purchaser that the wear layer on our flooring:

- Will not fade as a result of normal indoor lighting.
- Will not stain from normal household use. Please remove any liquids or cleaning solutions immediately from the floor.
- If there are no window treatments then the floor color will fade quickly and not covered by by the warranty.
- Remove any liquids or cleaning solutions immediately from the floor.
- In its original manufactured condition, will be free from manufacturing defects.
- Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- The warranty is not transferable.
- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.
- Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over a radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled. This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled. The radiant heating system has to be a water pipe radiant heating system (this means for example that we do not warrant installation over electrical radiant heating systems). The radiant heating system must incorporate electronic temperature controls. Before installing over newly constructed radiant heat systems, operate the system for 3 weeks at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance. Maximum operating temperature should never exceed 81 ° F / 27 ° C. With Radiant heat you are still at risk for the flooring to separate, cup, peak or bow.

PET WARRANTY

The company guarantees that the flooring will resist staining from common household-pet accidents, including both liquid and solid waste. Stain

WARRANTY

resistance refers to the floor's ability to withstand or minimize permanent discoloration. Prompt cleaning is essential, it needs to be cleaned up **immediately**—delays in treating spills may make stains harder to remove.

RESIDENTIAL WATER RESIST SURFACE FLOORING WARRANTY

When properly installed, the floor will not be damaged by topical, localized spills resulting from normal household use, such as wet shoes, liquid spills, dripping while exiting a bath tub or shower. Flooding is NOT covered by the warranty, which means standing water must be avoided at all times.

LIGHT COMMERCIAL WATER RESIST SURFACE FLOORING WARRANTY

Light commercial use means: use in environments (which do not have heavy commercial traffic) such as outlined in the application table below.

Examples of business type commercial use	Recommended application
Profession offices, Medical Offices.	All non-required "clean room" areas – Corridors, patient rooms, lobby, waiting rooms, cafeteria, exam rooms, common area
Offices, Banks.	Offices, hallways, lobby, reception areas, break rooms, conference rooms.
Boutiques, retail store, art galleries, book-stores, coffee shops, gift shops, jewelery stores, beauty salons, barber shops.	Dressing rooms, entire store.

EXCLUSIONS AND CONDITIONS

• Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided. There is no water resist warranty underneath the plank.

• Damage arising from improper installation (for example installation on an unleveled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.

• Damage arising because the flooring is exposed to extreme cold (below 60°F) or extreme heat (above 85° °F).

• Damage arising because the flooring is exposed to low or high humidity not within 35% - 50% humidity:

• Damage caused by exposure to moisture (for example moisture in a concrete slab, moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).

• Normal wear and tear and black dirt in the grain.

• Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).

• Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.

• Damage arising from steam mopping.

• Damage arising from accidents, abuse, misuse, or the use of strong chemicals.

• Damage caused by an act of God (for example a natural disaster).

• Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.

• Damage caused by wheelchairs or castor rolls.

• Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.

• Flooring that has been damaged or neglected during transportation.

• Scratches, marks, stains, indentations and other damage caused by exposure to "abrasives" such as pebbles, grit, sand, high heeled shoes, furniture, etc.

• Damage to click joints or indentation due to heavy rolling loads, wheelchair and equipment.

• Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.

• Damage caused by the collections of dirt and moisture at entrances do due the lack of interior and exterior doormats.

• Damage caused by shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.

• Damage caused by walking on with spike-or stiletto-heeled shoes.

• Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1⁄4" / 6.35 mm hard board) on your floor and gently "walk" the item a cross it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.

WARRANTY

• Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
• Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.
• Damage, including but not limited to scratches or dents, caused by the placement or movement of heavy household items, or general use.

It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselves, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers or can reasonably be supposed to know/discover (for example when the default is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

This warranty does not cover manufacturing defects in Flooring that has been installed (glued/stapled/nailed/floating). By installing the flooring the Installer/Homeowner constitutes the flooring is acceptable. The Manufacturer will not be liable for any shipping and handling for any replacement Flooring, along with any and all other costs related to the replacing the Flooring (e.g., labor to remove Flooring, labor 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 restitution, etc.) if the floor is rejected after the flooring has been installed.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty. The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights. No implied warranties extend beyond the term of this written warranty.

WHAT SHOULD YOU DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable. In order to enjoy the warranty, you are obligated to present:

• A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, molding, underlay, moisture barrier, molding, etc.
• A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect. Provide additional information requested by the factory to understand the root cause of the issue.

COMMERCIAL

For commercial installations, Manufacturer warrants its regular (first quality) floor products are warranted to be free from manufacturing defects and will not wear through the printed image for the term length of the warranty coverage as set forth below in the Limited Warranty Term Length for Applicable Products and Years section, starting from the date of purchase, installed according to installation instructions and the approved application. All patch work and preparation to the subfloor must be done and allowed to DRY prior to starting the installation. The subfloor must be FLAT, SECURE, and DRY. Subfloors with high moisture trapped underneath the flooring can create pressure at the seams resulting in cupping, peaking and separation. It can take several months for the cupping, peaking and separation to become apparent after high moisture in the subfloor exists or flooding occurs, and such conditions are NOT covered under this product warranty. The subfloor must have a 6mill poly installed between the plank and subfloor or you will void the warranty.

LIFETIME LIMITED STRUCTURAL WARRANTY

Moisture will affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Must maintain the

WARRANTY

proper moisture content of the subfloor/concrete and relative humidity of the room throughout the entier year. Manufacturer moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. In addition, such excessive moisture levels can cause the ends and/or sides of the product to lift/flare, cup, peak and separate due to the moisture vapor pressure from underneath. Such damage from excessive moisture levels (as outlined in the installation instructions document) are not covered by this warranty. All sources of subfloor moisture should be remedied prior to installation. This warranty is not transferable by the purchaser of the floor.

Joints compromised by improper Installation, lack of continuous climate control or obstructions creating pinch points are specifically excluded by this warranty. This Lifetime Limited Structural Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation.

THIS LIFETIME LIMITED STRUCTURAL WARRANTY DOES NOT COVER:

• Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements,or anything that is not the floor plank or tile.
• Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
• Flooring that is installed outdoors.
• Squeaking noises are not covered by the warranty and note this is a floating floor so noise is allowed. Installers need to check the entire integrity of the floor system before they complete the entire project.
• Floor exposed to moisture at any time during or after installation may cause the floors to cup, lift, peak or separate. During any inspection the inspector may not find moisture at the present time but because of the structure movement of the planks, moisture or a job site condition might change the floor.
• If you don't engage the locking system correctly or cause a fracture on the locking system that is unseen during installation, the lock system will break/separate over time and the planks will come apart. It is the responsibility of the installer to ensure they engage the planks correctly without causing any fracture to the locking system.
• Damage from water, liquids or moisture are not coved by the warranty.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

• Damage caused by fire, flooding, exposure to standing water or intentional abuse.
• Normal wear and tear of the floor.
• Damage from water, liquids or moisture are not coved by the warranty.
• Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
• Damage resulting from mold and mildew growth due to prolonged exposure to moisture. Moisture will affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
• Do not install any defective planks. If you do or don't see any defects during the installation, it is the responsibility of installer/homeowner to call them out. Manufacturer will not be responsible for any additional labor, additional floor or any other potential cost. We always advise the homeowner to purchase 10% extra for waste. It is important and require the homeowner to stock 10% of additional stock for future repairs. If the homeowner does not, then the manufacturer/distributor will not be responsible if your floors are discontinued.
• Flooring that is installed outdoors.
• Damage caused by vacuum cleaner beater bar, rolling caster wheels, wheelchair and cutting from sharp objects. When vacuuming, we recommend using the wand attachment on your vacuum.
• Indentation or damage from improper loading including high heels, spiked shoes, rolling loads, wheel chairs, electric wheel chairs, walkers with two wheels,chairs or other furniture not using floor protectors. The use of wheel chairs, and items on this list, will damage the plank flooring.
• Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
• Damage, including but not limited to scratches or dents, caused by the placement or movement of heavy household items, or general use.
• Loss of gloss/scratching.
• Minor color, shade or texture variations between samples or printed color photography and the actual material.
• Floors that are graded "irregular" or sold "as is" without warranty.

WARRANTY

• Floors that are installed in structures other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted commercial or limited commercial.)
• Discoloration from moisture or underlayment panels after having been repaired or replaced by Manufacturer one time.
• Construction or installation-related damage – including installation defects due to installations not using the recommended
• Manufacturer products.
• Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline or vapor pressure from the subfloor.
• Inappropriate end-user activities.
• Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads etc., rolling and/or non-foot traffic, wheelchair, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
• It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
• Manufacturer makes no guarantee that Manufacturer products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
• Noncompliance with installation instructions and maintenance guidelines as recommended by Manufacturer. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
• Curling, cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, pets, and all types of wheelchairs and other heavy rolling loads.
• Floor covering installed in inappropriate locations is excluded from this warranty.
• Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
• Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 85° F or is exposed to temperatures below 50° F. This product has an attached underlayment that is not suitable for a direct glue installation.
• If your site conditions fall outside of the specified temperature range, a dry-back laminate plank installation is recommended.
• Sounds produced between the subfloor and the moisture barrier are considered a subfloor issue and are not covered under the product warranty.
• Squeaking noise will not be covered by the warranty and it is the responsibility of installer before they left the job site that they are no noises coming from the entire floor system. The installer should install 100 SF and test the entire floor system integrity and continue to test the floor integrity ever 250SF.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED. MANUFACTURER EXCLUDES ANY LIABILITY FOR LOST PROFITS AND WILL NOT PAY ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THIS WARRANTY. BY THIS WE MEAN ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. NO IMPLIED WARRANTIES EXTEND BEYOND THE TERMS OF THIS WRITTEN WARRANTY. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Please note: Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. Also note: This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

LIMITED RESIDENTIAL WEAR WARRANTY

The laminate layer of the floor plank is warranted by Manufacturer not to wear through under normal use for the life of the product. Laminate layer wear-through is defined as laminate layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall re-coating care systems. This warranty is non-transferable and applies only to the original purchaser.
This lifetime limited residential wear warranty is made subject to the following conditions:

The floor must be installed properly and according to Manufacturer' installation instructions. Proper installation includes, but is not limited to the following:
• Concrete subfloors must be tested and confirmed dry prior to installation.
• The flooring must be used only indoors in a climate-controlled area.
• The flooring must be maintained in accordance with Manufacturer maintenance instructions.

WARRANTY

• This limited warranty does not apply to Manufacturer moldings and trims.

• Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

LIGHT COMMERCIAL LIMITED WEAR WARRANTY

The laminate layer of the floor plank is warranted by Manufacturer not to wear through under normal light commercial use for a period of ten (10) years from the date of purchase. Laminate layer wear-through is defined as 100% laminate layer wear through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are considered normal surface wear.) Dull finish can be corrected with spot or overall re-coating care systems.

This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

• Retail: Novelty Shops/Boutiques, Product Display Areas, Showrooms, Hair Salons, Hallways

• Hotels: Conference/Meeting Rooms/Room

• Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways

• Offices: Offices, Conference/Meeting Rooms, Break Rooms

*For additional applications please call your local supplier for further information.

This 10 Year Limited Light Commercial Wear Warranty is made subject to the following conditions:

The floor must be installed properly and according to Manufacturer' installation instructions. Proper installation includes, but is not limited to the following:

• The flooring must be used only indoors in a climate controlled area.

• The flooring must be maintained in accordance with Manufacturer maintenance instructions.

• This limited warranty does not apply to Manufacturer moldings and trims.

• Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

THE 10 YEAR LIMITED LIGHT COMMERCIAL WEAR WARRANTY DOES NOT COVER:

• 10 Year Limited Light Commercial Wear Warranty Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads,etc., wheelchair, heavy equipment, rolling and/or non- foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.

• It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.

• Manufacturer makes no guarantee that Manufacturer products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

• Noncompliance with installation instructions and maintenance guidelines as recommended by Manufacturer. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.

• Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, pets, or certain types of wheelchairs and other heavy rolling loads.

• Floor covering installed in inappropriate locations is excluded from this warranty.

• Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall re-coating care systems.

• Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 85° F or is exposed to temperatures below 50° F.

EXLUSIONS AND CONDITIONS:

• If the subfloor is not flat the end joints will break, manufacturer is not liable.

• Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.

• Damage arising from improper installation (for example installation on an unleveled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.

• Damage arising because the flooring is exposed to extreme cold (below 60°F) or extreme heat (above 85°F).

• Damage arising because the flooring is exposed to low or high humidity not within 35% - 50%:

• Damage caused by exposure to moisture (for example moisture in a concrete slab, moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).

• Normal wear and tear of the flooring.

• Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).

• Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.

• Damage arising from steam mopping.

WARRANTY

• Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
• Damage caused by an act of God (for example a natural disaster).
• Damage caused by pet urine, feces, or vomit.
• Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
• Damage caused by wheelchairs or castor rolls.
• Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
• Flooring that has been damaged or neglected during transportation.
• Scratches, marks, stains, indentations and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
• Damage to click joints or indentation due to heavy rolling loads.
• Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
• Damage caused by the collections of dirt and moisture at entrances do due the lack of interior and exterior doormats.
• Damage caused by shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
• Damage caused by walking on with spike-or stiletto-heeled shoes.
• Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1⁄4” / 6.35 mm hard board) on your floor and gently “walk” the item a cross it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
• Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
• Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.
• Damage caused by moving heavy furniture will not be covered by the warranty.
• Damage, including but not limited to scratches or dents, caused by the placement or movement of heavy household items, or general use.

WARRANTY LIMITATIONS

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

a) Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned laminate, or by failure in the underlayment; seams ‘peaking’ or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat); and visible trowel marks.
b) Dissatisfaction due to improper maintenance.
c) Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
d) Problems arising from cuts, tears, gouges, burns or other damage caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets etc.
e) Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
f) Small differences in color and or texture between the actual material or photographic images of the material and the actual flooring purchased.
g) Construction or installation-related damage.
h) Damage caused by inappropriate end-user activities.
i) Installation of products with adhesives other than those recommended by the Manufacturer.
j) Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed.
k) The lack of a 6 mil poly sheet moisture barrier, installed under the plank flooring, when installed over a concrete substrate.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products, and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty. The Manufacturer will, at its option, either repair and/or replace the defective Flooring or credit the customer for the portion of the purchase price attributable to the flooring which is defective. The Manufacturer is responsible to pay for shipping and handling for any replacement, along with costs directly related to the defective flooring (e.g., pro-rated labor to remove flooring, reasonable labor to install replacement flooring, additional materials required to install replacement Flooring,). Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of color, tone, pattern or other natural characteristics. These remedies are your sole and exclusive remedies under this

WARRANTY

warranty.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original retail purchaser. The Manufacturer requires the receipt in order to verify date of purchase to help resolve any problems.

Samples, descriptions, and other information concerning the product contained inHF Design catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon HF Design. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify HF Design's warranties.

Proration of Warranty Period: The Limited Lifetime Residential warranty and period are prorated for flooring only. The manufacturer will not cover any labor for claims. The prorated wrranty is one that provides for a refund or credit that decreases according to a set formula as follows:

MATERIAL PRORATION				
L LIMITED WARRANTY RESIDENTIAL	1ST YEAR - 100%	6TH YEAR - 75%	11TH YEAR - 50%	16TH YEAR - 25%
	2ND YEAR - 95%	7TH YEAR - 70%	12TH YEAR - 45%	17TH YEAR - 20%
	3RD YEAR - 90%	8TH YEAR - 65%	13TH YEAR - 40%	18TH YEAR - 15%
	4TH YEAR - 85%	9TH YEAR - 60%	14TH YEAR - 35%	19TH YEAR - 10%
	5TH YEAR - 80%	10TH YEAR - 50%	15TH YEAR - 30%	20TH YEAR+ - 5%