

**LIMITED WARRANTY****GENERAL TERMS:**

Hong Kong Edson Trading Limited ("Manufacturer") warrants that: this flooring product comes with a manufacturer Lifetime Limited Residential Warranty and 5 Year Light Commercial Warranty. For the warranty to be effective, the flooring must be installed and maintained according to manufacturer's installation instructions and maintenance guide. The warranty applies to the original purchaser of the flooring for the duration of the stated warranty from date of purchase. It guarantees the original purchaser that (1) the finish surface will not wear through from normal foot traffic, and (2) the floor will resist damage due to moisture from general cleaning and water spills when removed within 24 hours or reasonable amount of time. The warranty excludes damages resulting from outside the normal conditions including but not limited to: Scratches and dents from sharp objects, shoes with spikes and cleats, environmental conditions including excessive humidity or extreme temperatures, mold/ mildew, appliance leaks, natural disasters, Acts of God and damages which are generally covered by casualty insurance. For more detailed warranty terms, coverage and exclusions, please contact with us.

**The LIMITED LIFETIME RESIDENTIAL WARRANTY DO NOT COVER:**

1. 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, 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.
2. 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.
3. Manufacturer makes no guarantee that products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Hong Kong Edson Trading Limited ("Manufacturer") will not 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.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall re-coating care systems.
8. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140°F (60°C) or is exposed to temperatures below 32°F (0°C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

**THESE LIMITED WARRANTIES ARE SUBJECT TO THE FOLLOWING CONDITIONS:**

1. The floor must be installed properly and according to the installation instructions.

2. The flooring must be used only indoors in a climate controlled area. This product is warranted for installation into environments (such as "three season rooms and dwellings") that experience extended periods where the ambient environment is either not controlled or minimally controlled allowing seasonal fluctuations in temperature and relative humidity. That said, for such installations, the product must be acclimated and installed into a controlled environment where temperatures are kept between 13°C and 29°C degrees for a period of 72 hours prior to, during and 72 hours after installation. Failure to comply with these installation parameters will disallow warranty coverage.

3. The flooring must be maintained in accordance with maintenance instructions.

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

### **5 YEAR LIMITED LIGHT COMMERCIAL WARRANTY**

The vinyl layer of the floor plank is warranted by Hong Kong Edson Trading Limited ("Manufacturer") not to wear through under normal medium commercial use for a period of 5 years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl 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.)

### **"TERMS OF 5 YEAR LIGHT COMMERCIAL WARRANTY"**

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

This 5 year limited light commercial wear warranty is made subject to the following conditions:

1. The flooring must be installed properly and according to installation instructions.
2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with maintenance instructions.
4. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

### **DESIGNATED LIGHT COMMERCIAL AREAS OF ACCEPTABLE USE :**

- Specialty Retail - Art galleries, jewelry stores, boutiques/clothing stores, gift shops
- Medical - Doctor offices & waiting rooms, exam rooms, reception areas (areas where Hill-Rom type beds excluded)
- Multi-Use - Living spaces/apartments/hotel rooms, laundry rooms, storage areas, conference rooms, light-use exercise rooms (no free weights or aerobics, must use heavy vinyl mats under the equipment)
- School / Institution - Meeting & training rooms, offices, common areas, lobbies, storage areas, reception areas
- Office / Industrial - Offices, reception areas, storage rooms, conference & training rooms

### **TERMS OF WARRANTIES:**

We will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, we reserves the right to select and supply similar materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.

Alternatively, a refund of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of

purchase:

### **Residential Wear**

- Within 2 years - 100%
- Within 10 years - 70%
- Until end of specified wear warranty term - 50%

### **Light Commercial Wear**

- Within 1 years - 100%
- Within 3 years - 50%
- Within 5 years - 30%

### **LABOR COVERAGE TERMS:**

The costs of professional labor will be reimbursed within the approved labor charges put forth by Hong Kong Edson Trading Limited ("Manufacturer") provided that the installation has been performed according to installation instructions, standard industry practices, and use of approved installation materials including but not limited to proper subfloor materials, recommended underlayment(s) and accessories. Labor must also be provided by a certified professional floor covering installer will be paid according to the following schedule:

### **Light Commercial Labor**

- Within 1 years - 100% of labor for re-installation or repair
- Within 3 years - 50% of labor for re-installation or repair
- Within 4 years - 25% of labor costs for re-installation or repair
- After 4 years - No labor reimbursement provided

### **Residential Labor**

- Within 2 years - 100% of labor for re-installation or repair
- Within 10 years - 70% of labor for re-installation or repair
- Within 15 years - 50% of labor for re-installation or repair
- After 15 years - no labor reimbursement provided

To file a claim, contact Lowe's Style Selections Support Team at 877-888-8225. The claim documentation must be filled out in its entirety to be assigned a claim number and reviewed for validity. Manufacturing defect must be reported within 30 days of first notice of a defect within the installed area. No person, representative, non-authorized employee or agent is permitted to modify or change any limited warranty.