

Quick•Step Studio® Limited Lifetime Residential Warranty for Floor Installations Only

Quick•Step Studio laminate flooring comes with and is subject to the terms of this Limited Lifetime Residential Warranty. This Limited Lifetime Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, wear and moisture resistance during normal residential use when written installation and maintenance instructions are followed.

Joint Integrity

The click-lock joint will not fail.

Stain Resistance

Quick•Step Studio flooring will resist staining.

Fade Resistance

Quick•Step Studio flooring will resist fading from exposure to sunlight or artificial light.

Wear Resistance

Quick•Step Studio flooring wear layer will not wear through the design layer.

Water Resistance

Quick•Step Studio flooring will resist water damage under normal use and will not be damaged by localized topical spills for up to 36 hours.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Lowe's store number _____

Lowe's store address _____

Purchase date _____

Product name _____

General Terms and Conditions for Laminate Warranties

Quick•Step Studio laminate flooring carries the specific warranties listed above which are subject to the following general terms and conditions:

1. This warranty applies only to the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Quick•Step Studio brand product purchases made after the edition date of this warranty when the product is installed in an indoor, climate controlled private residence and according to the Quick•Step Studio's written installation instructions. Product must be maintained in accordance with Quick•Step Studio's written instructions.
2. This warranty only applies to defects inherent to the material supplied. It includes the delamination or reduced resistance of the wear layer, but does not include, in beveled-edge products, wear along the edges of the planks less than 3/16" (5mm) from the edge. The lifetime locking warranty on the click-lock joint only applies to open joints greater than 0.01 inches (0.2mm). Quick•Step will repair or replace the area of defective product, at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Quick•Step will cover reasonable labor costs for repairing or replacing any defective product.
3. This warranty does not cover damage to the product caused by installation errors. Flooring planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty repairs are excluded from coverage.

4. The entire perimeter of the installation must be sealed with 100% silicone sealant. All expansion spaces must be filled with 3/8" compressible PE foam backer rod and covered with 100% silicone sealant. Apply 100% silicone sealant to all moldings at the point of contact with the flooring surface. Apply silicone sealant at all connections to doorframes or any other fixed objects.
5. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way, which includes, but is not limited to moisture damage from plumbing, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment; damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting; damage caused by water or moisture trapped beneath the floor due to improper subflooring or underlayment, including but not limited to damage from hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture beneath the floor; or damage caused by moisture left on the floor around the wall base, transitions, and trims. The water-resistant warranty does not apply to damage caused by events beyond everyday household spills, including but not limited to flooding, standing water (water that remains on floor longer than thirty-six hours), leaking pipes, mechanical failures or appliance leaks. The water resistant warranty applies to Quick•Step Studio products only. The damage to the product must be evident, measuring per product unit (plank, accessory, etc.) at least 1.40 square centimeters or 0.5 square inch.
6. This warranty applies only to Quick•Step Studio brand product installed according to the manufacturer's recommended installation instructions in indoor climate controlled residential spaces. We recommend using Quick•Step approved underlayments which have been specifically designed and tested for use with the patented click-lock system. The use of accessories other than Quick•Step approved items may cause damage to the Quick•Step Studio floor. Proof of compliance with the installation and maintenance instructions must be provided if a claim is filed.
7. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring. Scratching during and after installation is not covered. Gloss reduction is not surface wear. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels or an adequate protective mat, or protective castor cups must be put under this furniture.
8. This warranty does not apply to damage from exposure to extreme heat, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). The flooring may not be installed in damp and/or humid areas, in extremely dry areas, or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
9. **Pro Ration of Warranty Period:** The Limited Lifetime Residential warranty period is prorated. The prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows:

Material Proration			
1st year 100%	6th year 100%	11th year 80%	16th year 30%
2nd year 100%	7th year 90%	12th year 70%	17th year 25%
3rd year 100%	8th year 90%	13th year 60%	18th year 20%
4th year 100%	9th year 90%	14th year 50%	19th year 15%
5th year 100%	10th year 90%	15th year 40%	20th year 10%

No Implied Warranties/Special Damages

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties refer to ones that the law presumes to have been given by the seller even though they are not set out in writing. **QUICK•STEP SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. Except for these rights, the remedies provided under these warranties state the entire limit of Quick•Step's responsibilities.

For service under this warranty please contact your local Lowe's store. Describe the problem and in many cases, they can provide you with a solution.

For installation, maintenance and technical questions please call (888) 387-9882.

Quick-Step Studio laminate flooring is manufactured by
Unilin Flooring North America LLC
550 Cloniger Drive
Thomasville, NC 27360

Edition Date: 04/01/2020

Quick•Step Studio® 5 Year Limited Commercial Warranty for Floor Installations Only

Quick•Step Studio laminate flooring comes with and is subject to the terms of this 5-year Limited Commercial Warranty. This Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, and wear through during normal use when written installation and maintenance instructions are followed.

Joint Integrity

The click-lock joint will not fail.

Stain Resistance

Quick•Step Studio flooring will resist staining.

Fade Resistance

Quick•Step Studio flooring will resist fading from exposure to sunlight or artificial light.

Wear Resistance

Quick•Step Studio flooring wear layer will not wear through the design layer.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Lowe's store number _____

Lowe's store address _____

Purchase date _____

Product name _____

General Terms and Conditions for Laminate Warranties

The above-mentioned warranties do not apply to:

- All food areas, such as, but not limited to, restaurants, cafeterias, bars, kitchens.
- All institutional applications, such as, but not limited to hospitals and government buildings
- Heavy commercial areas, such as, but not limited to airports, lobbies, mall corridors, schools
- Beauty salons, barber shops, dance halls/studios, gymnasiums
- Other areas that have heavy traffic or immediate access to street traffic

Quick•Step Studio laminate flooring carries the specific warranties listed above which are subject to the following general terms and conditions:

1. This warranty applies only to the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Quick•Step Studio brand product purchases made after the edition date of this warranty when the product is installed in an indoor, climate controlled private residence and according to the Quick•Step Studio's written installation instructions. Product must be maintained in accordance with Quick•Step Studio's written instructions.
2. This warranty only applies to defects inherent to the material supplied. It includes the delamination or reduced resistance of the wear layer, but does not include, in beveled-edge products, wear along the edges of the planks less than 3/16" (5mm) from the edge. The lifetime locking warranty on the click-lock joint only applies to open joints greater than 0.01 inches (0.2mm). Quick•Step will repair or replace the area of defective product, at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Quick•Step will cover reasonable labor costs for repairing or replacing any defective product.
3. This warranty does not cover damage to the product caused by installation errors. Flooring planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty repairs are excluded from coverage.

4. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way, which includes, but is not limited to moisture damage from plumbing, storm, flood or pet urine; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a light commercial environment; damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting; damage caused by water or moisture trapped beneath the floor due to improper subflooring or underlayment, including but not limited to damage from hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture beneath the floor; or damage caused by moisture left on the floor around the wall base, transitions, and trims. The damage to the product must be evident, measuring per product unit (plank, accessory, etc.) at least 1.40 square centimeters or 0.5 square inch.
5. This warranty applies only to Quick•Step Studio brand product installed according to the manufacturer's recommended installation instructions in indoor climate controlled spaces. We recommend using Quick•Step approved underlayments which have been specifically designed and tested for use with the patented click-lock system. The use of accessories other than Quick•Step approved items may cause damage to the Quick•Step Studio floor. Proof of compliance with the installation and maintenance instructions must be provided if a claim is filed. Metal, vinyl or other appropriate transitions must be used for commercial applications.
6. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring. Scratching during and after installation is not covered. Gloss reduction is not surface wear. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels or an adequate protective mat, or protective castor cups must be put under this furniture.
7. This warranty does not apply to damage from exposure to extreme heat, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). The flooring may not be installed in damp and/or humid areas, in extremely dry areas, or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
8. **Pro Ration of Warranty Period:** The 5 Year Limited Commercial warranty is pro rata over 5 years. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Quick•Step Studio original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 5 years for the general warranty for flooring and on the integrity of the click-lock joint. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a claim is made is no longer available, the customer will be able to choose a Quick•Step Studio product of equal value from the current product range. Warranty coverage is limited to a one-time floor replacement.

No Implied Warranties/Special Damages

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties refer to ones that the law presumes to have been given by the seller even though they are not set out in writing. **QUICK•STEP SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. Except for these rights, the remedies provided under these warranties state the entire limit of Quick•Step's responsibilities.

For service under this warranty please contact your local Lowe's store. Describe the problem and in many cases, they can provide you with a solution.

For installation, maintenance and technical questions please call (888) 387-9882.

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550 Cloniger Drive
Thomasville, NC 27360

Edition Date: 04/01/2020

Quick•Step Studio® Limited Lifetime Residential Warranty for Wall Installations Only

Quick•Step Studio laminate flooring comes with and is subject to the terms of this Limited Lifetime Residential Warranty for wall installations. This Limited Lifetime Warranty covers defects in material and/or workmanship which relate to staining and fading during normal residential use when written installation and maintenance instructions are followed.

Stain Resistance

Quick•Step Studio flooring will resist staining.

Fade Resistance

Quick•Step Studio flooring will resist fading from exposure to sunlight or artificial light.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Lowe's store number _____

Lowe's store address _____

Purchase date _____

Product name _____

General Terms and Conditions for Laminate Warranties

All areas must be assessed prior to installation to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, high impact use and moisture/water exposure. Other than the specific warranty identified above, Quick•Step provides no additional warranties and Quick•Step does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Quick•Step is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Quick•Step Studio representative for questions on performance in specific locations.

Quick•Step Studio laminate flooring carries the specific wall installation warranties listed above which are subject to the following general terms and conditions:

1. This warranty applies only to the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Quick•Step Studio brand product purchases made after the edition date of this warranty when the product is installed in an indoor, climate controlled private residence and according to the Quick•Step Studio's written installation instructions. Product must be maintained in accordance with Quick•Step Studio's written instructions.
2. This warranty only applies to defects inherent to the material supplied. Quick•Step will repair or replace the area of defective product, at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Quick•Step will cover reasonable labor costs for repairing or replacing any defective product.
3. This warranty does not cover damage to the product caused by installation errors. Flooring planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty repairs are excluded from coverage.

4. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way, which includes, but is not limited to moisture damage from plumbing, storm, flood or pet urine; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment; damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting; damage caused by water or moisture trapped beneath the floor due to improper walls or underlayment, including but not limited to damage from hydrostatic pressure (water or moisture on the wall behind the product that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture behind the floor; or damage caused by moisture left on the floor around the wall base and trims. Do not use this product as a backsplash or otherwise install near sinks or other wet work areas. The damage to the product must be evident, measuring per product unit (plank, accessory, etc.) at least 1.40 square centimeters or 0.5 square inch.
5. These limited warranties apply to vertical wall installations only. They do not apply to floor installations. Other horizontal uses of this product are not covered by these limited warranties. Never install this product on a ceiling or as a countertop.
6. This warranty applies only to Quick•Step Studio brand product installed according to the manufacturer’s recommended wall installation instructions in indoor climate controlled residential spaces. The use of accessories other than Quick•Step approved items may cause damage to the Quick•Step Studio floor. Proof of compliance with the installation and maintenance instructions must be provided if a claim is filed.
7. This warranty does not apply to damage from exposure to extreme heat, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). The flooring may not be installed in damp and/or humid areas, in extremely dry areas, or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
8. **Pro Ration of Warranty Period:** The Limited Lifetime Residential warranty period is prorated. The prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows

Material Proration			
1st year 100%	6th year 100%	11th year 80%	16th year 30%
2nd year 100%	7th year 90%	12th year 70%	17th year 25%
3rd year 100%	8th year 90%	13th year 60%	18th year 20%
4th year 100%	9th year 90%	14th year 50%	19th year 15%
5th year 100%	10th year 90%	15th year 40%	20th year 10%

No Implied Warranties/Special Damages

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties refer to ones that the law presumes to have been given by the seller even though they are not set out in writing. **QUICK•STEP SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. Except for these rights, the remedies provided under these warranties state the entire limit of Quick•Step’s responsibilities.

For service under this warranty please contact your local Lowe’s store. Describe the problem and in many cases, they can provide you with a solution.

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