

LIMITED RESIDENTIAL WARRANTY PROGRAM LIMITED LIGHT COMMERCIAL WARRANTY PROGRAM

Rigid Core Flooring

The limited warranties set forth below apply only to Flooring Manufacturer's products and are effective with purchases made after October 1, 2022. All warranties are limited to the original purchaser only and the original installation site and are not transferable.

WEAR WARRANTY

Flooring Manufacturer warrants that the installed product will not wear through to the printed film layer, stain or fade under normal use within the amount of time specified in the Wear Warranty Chart (see below), or as long as the original purchaser owns the floor, whichever is less. This Wear Warranty excludes any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, spiked/high heeled shoes, shoes not under proper repair, standing water beyond 72 hours, fire, erosion, pebbles, sand, other abrasives, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area. Loss of gloss is not a warranted issue.

EXCLUSIONS AND LIMITATIONS DO APPLY. SEE BELOW FOR DETAILS.

FLOORING MANUFACTURER'S PRODUCT WEAR WARRANTY CHART

PRODUCT LINE	RESIDENTIAL WARRANTY	COMMERCIAL LIGHT TRAFFIC	COMMERCIAL HIGH TRAFFIC
White Box	Lifetime	5 YEAR	N/A

Examples of Installations:

RESIDENTIAL	COMMERCIAL LIGHT TRAFFIC	COMMERCIAL HIGH TRAFFIC
LIVING ROOM	OFFICE	RESTAURANT
DINING ROOM	BANK	LARGE RETAIL
ENTRY	DRESSING ROOM	CLASSROOM
BATHROOM	MULTI-FAMILY HOUSING	ASSISTED LIVING
KITCHEN	RETAIL STORE	HAIR SALON – WORK STATION
	BOUTIQUES	GROCERY

MATERIAL WARRANTY

Flooring Manufacturer warrants that the products have been manufactured in compliance with the grading rules of Flooring Manufacturer, and will be free from manufacturing defects for as long as the original purchaser owns the floor.

EXCLUSIONS AND LIMITATIONS

These warranties do not cover damage caused by improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, spiked/high heeled shoes, shoes not under proper repair, standing water beyond 72 hours, fire, erosion, pebbles, sand, other abrasives, and/or failure to protect the flooring material during move-in and/or other construction activities, indentations or damage caused by vacuum cleaner beater bars, rolling loads (i.e. wheelchairs, hospital beds, etc.), caster wheels, furniture without proper floor protectors or rests, dropping of metal

or heavy objects, cuts, gouges, indentations, punctures caused by sharp objects, damage from mold due to prolonged exposure to moisture, or any damage caused when the flooring is exposed to extreme cold (beneath 0°F/-15°C) and/or extreme heat (above 140°F/60°C). Loss of gloss is not a warranted issue.

These warranties do not cover damage caused by use of the flooring for purposes other than those for which it was designed; damage caused by disasters such as fire, flood, wind, and lightning; damage during shipment; or any other abuse or misuse by the purchaser.

It is critical that all installations are completed in compliance with the procedures outlined in the Flooring Manufacturer's installation instructions. No damage or defects caused by improper installation, inadequate sub-flooring or improper sub-floor preparation or failure to provide a suitable installation environment are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties. Do not install if there are visible defects.

The sole obligation and liability of Flooring Manufacturer under our limited warranties is to repair or replace the floor, at Flooring Manufacturer's option. Only Flooring Manufacturer floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself, we will cover the cost of replacement materials only. (Any and all labor costs must be pre-approved by the Flooring Manufacturer Claims Department.).

These warranties EXCLUDE and will not pay consequential or incidental damages associated with any warranty claim. Flooring Manufacturer will not pay costs associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture. This limitation does not apply to claims for personal injury. Flooring Manufacturer's liability with respect to a claim for any damages arising out of or connected with the sale, purchase, use or performance of any products sold by Flooring Manufacturer will in no event exceed the price paid for the product. Some states do not allow limits on warranties, or on remedies for breach in certain transactions. In such states, the limits in this paragraph may not apply.

No warranty is provided for staining or changes in color caused by dyes tracked from carpets, fertilizers, road tar, driveway sealers, oil drippings or other similar materials; or products faded or discolored by sunlight or heat generation. No warranty is provided for variations of color, shade or texture of the floor purchased from those shown on samples, photographs, literature or advertising material.

No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If, before installation, you discover any flooring that has obvious defects, please immediately contact the dealer from whom the flooring was purchased and replacement flooring will be provided at no cost.

Only Flooring Manufacturer approved cleaning products are appropriate for use on Flooring Manufacturer's products. Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance, dulled by soaps, detergents, harsh

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chemicals, wax, damage or discoloration from carpet dyes, fertilizers or other chemicals, staining from use of mats not labeled non-staining and/or damage caused by burns, flooding, fires and other accidents are not covered under these warranties.

For a current list of approved products, please call your local dealer, distributor.

Any Flooring Manufacturer products designated as B grade, cabin grade, tavern grade, closeouts, seconds, off-goods, "as is", factory special and non-standard items is not covered by the above warranties.

THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, OR AS OTHERWISE SET FORTH HEREIN. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL FLOORING MANUFACTURER PERFORMNACE FLOORING BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC

LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. YOUR RIGHTS AND THE LIMITATIONS DESCRIBED ABOVE VARY FROM STATE TO STATE. THUS, IT IS IMPORTANT TO RETAIN THIS WARRANTY INFORMATION. NO INSTALLER, RETAILER, DISTRIBUTOR, AGENT, OR EMPLOYEE OF FLOORING MANUFACTURER HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY.

HANDLING OF CLAIMS UNDER THIS WARRANTY

Claims must be filed within the coverage period, and information verifying the date of purchase may be required. Flooring Manufacturer reserves the right to have a designated Flooring Manufacturer representative and/or a third-party, independent inspector to inspect the floors and remove samples for technical analysis.

If you need to file a claim under this warranty, first contact your Flooring Manufacturer retailer. If for some reason, your retailer is unable to satisfy your claim, you may contact us at:

Flooring Manufacturer, Claims Department, P.O. Box 3549
Johnson City, Tennessee 37602.

Any and all disputes arising out of the purchase of Flooring Manufacturer products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived.