

We guarantee to the original purchaser that **Casabella® Laminate ScubaTech™**, when installed by a certified installer who follows all, without exception, of the installation instructions, and is placed in a dry climate controlled indoor setting:

- Will not fade in color due to sun or artificial light.
- Will not stain from normal household consumable items such as food and drink.
- Will resist water damage from normal household activities when installed in accordance with provided installation instructions and not installed in an area with excessive moisture. Before installation, a moisture test, to determine if excessive moisture exists in the sub floor (using ASTM 1869 calcium chloride test) any levels above 3 lbs/1000 sqft or over 70% using an in-situ probe (as per ASTM F2170) are excessive, **MUST** be performed on all subfloors. A 6mil polyethylene film vapor barrier **MUST** be used on concrete subfloor along with proper use of silicone sealant. A polyethylene film vapor barrier is not required over wood subfloors, but moisture readings must be < 8% throughout the entire installation. **TO HAVE A VALID CLAIM, VERIFIABLE PREINSTALLATION MOISTURE TEST DATA MUST BE RETAINED AND PRESENTED AT THE TIME OF THE CLAIM.** This warranty does not cover moisture/liquid damage caused by, to include but not limited to, flooding, standing water (water remaining on a floor for more than one hour except for Casabella® Laminate ScubaTech™ labeled as Water Resistant in their name/label as described below in this paragraph), appliance leaks, pet waste, mechanical failures, leaking pipes, or damage caused by moisture/liquid underneath the flooring, including but not limited to, damage from sub floor hydrostatic pressure.
- **Casabella® Laminate ScubaTech™** sold after November 2017 are warrantied for 5 years to protect against surface spills of water and pet urine only for spills/pet urine lasting 72 hours or less on the floor. All spills/ urine need to be dried within 72 hours or the warranty will be voided. Spills or pet urine that is allowed to remain longer than 72 hours inside a beveled edge and causes delamination or bubbles/blisters will void this warranty. Be sure to dry the bevel edges on all spills or pet urine to protect your warranty.
- This warranty does not cover water damage caused by flooding, standing water (water remaining on a floor for more than 72 hours), appliance leaks, pet waste, mechanical failures, leaking pipes, or damage caused by water underneath the flooring including damage from sub floor hydrostatic pressure. This product is subject to all the moisture testing and other requirements as listed above and below to have a valid surface spill warranty. 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. You must apply 100% silicone sealant to all moldings at the point of contact with the flooring surface and at all connections to doorframes or any other fixed objects.
- The wear layer will not wear through. For surface wear to be a warrantable occurrence, the surface wear-through must be readily visible in normal light and from all directions and from a distance of 6 feet and measure at least 1 square inch. Gloss fading is not wear-through.

Underlayment:

To have a valid Warranty, you must install underlayment under your **Casabella® Laminate ScubaTech™** flooring where appropriate.

This limited warranty does not cover any damages due to:

- Any damage caused by subfloor moisture or any surface moisture other than water/pet urine is not a warranty claim and will be denied for any form of compensation. This includes, but is not limited to, **BUBBLES IN PLANKS, DELAMINATION ON ENDS OF PLANKS, SWELLING OF PLANKS, ETC. EXCESSIVE MOISTURE WILL CAUSE THE FINISH AND STAIN TO SEPARATE FROM THE**

PLANKS. THIS IS NOT COVERED BY CASABELLA© LAMINATE SCUBATECH™ OR ANY OTHER MAJOR MANUFACTURER WARRANTY. THIS TYPE OF CLAIM SHOULD BE FILED WITH YOUR HOMEOWNER INSURANCE CARRIER.

- Abusive conditions including, but not limited to, damage from roller casters if protective floor mat is not used, heavy items placed on flooring without floor protectors, etc.;
- Moldings of any type;
- Damages due to mats, improper Maintenance, failure to follow proper Installation or Care instructions such as but not limited to Damage from Vacuum cleaner beater bar or hard heads, Reduction in gloss level due to pebbles, sand or other abrasives, etc. are not covered; **USING UNAPPROVED CLEANERS SUCH AS MURPHY OIL, FLOOR POLISH, SHARK STEAMER, ETC. – THESE PRODUCTS WILL LEAVE A RESIDUE ON YOUR FLOOR THAT MAY NOT COME OFF AND/OR MAY CAUSE YOUR FLOOR TO MAR OR DELAMINATE.**
- Damages (marks, scuffs, scratches, dents, cuts, etc.) caused by, but not limited to, Insects, Acts of God, Fire, Flooding, Negligence, Improper fabrication, Improper installation, improper maintenance, Accidents, Misuse, Abuse, Appliances, Casters, Furniture, Pets, Burns, Construction, and planks being engaged or disengaged more than three times are not covered;
- Installation of flooring that contains any visible or known/should have known manufacturing defects;
- Failure caused by structural changes in the sub floor, uneven subfloor or damage to the subfloor due to settling of the structure;
- Unauthorized repair or replacement without express prior written approval from [CASABELLA© LAMINATE SCUBATECH™](#) warranty center;
- This warranty is issued to the original purchaser and is not transferable. The original purchaser must, within 30 days of this purchase, register their purchase by mailing the [CASABELLA© LAMINATE SCUBATECH™](#) Warranty Card (provided below) along with proof of purchase to the [CASABELLA© LAMINATE SCUBATECH™](#) warranty center. [CASABELLA© LAMINATE SCUBATECH™](#) is not responsible for undelivered or lost warranty information;
- **IT IS THE CONSUMER'S, INSTALLER'S, AND RETAILER'S DUTY TO INSPECT THE PLANKS BEFORE THEY ARE INSTALLED. CASABELLA© LAMINATE SCUBATECH™ WILL EXCHANGE, AT NO COST TO THE CONSUMER, ANY PLANK THAT THE CONSUMER, INSTALLER, OR RETAILER REASONABLY OBJECTS TO BEFORE INSTALLATION. THE CONSUMER, INSTALLER, AND RETAILER AGREE THAT BY INSTALLING A PLANK, THEY HAVE ACCEPTED THE COLOR, GLOSS AND ALL OTHER VISIBLE ASPECTS OF THE PLANK. ANY WARRANTY CLAIM, EXCEPT FOR STRUCTURE, FINISH, OR WEAR WILL BE DENIED;**
- Many laminate flooring products use the same décor design therefore, **TO FILE A WARRANTY CLAIM, YOU MUST RETAIN YOUR ORIGINAL INVOICE AND PROOF OF PURCHASE INFORMATION THAT PROVE:**
 - **YOU ARE THE ORIGINAL PURCHASER,**
 - **IT IS A CASABELLA© LAMINATE SCUBATECH™ PRODUCT, and**
 - **YOUR RETAILER'S INFORMATION, INCLUDING BUT NOT LIMITED TO, ALL COST AND SQUARE FOOTAGES;**

What will Casabella© Laminate ScubaTech™ do if it is determined that there is a valid warranty claim:

- **FOR THE MATERIAL:** If any of the covered events listed above occurs within the warranty period, Casabella© Laminate ScubaTech™ will, at its own discretion, replace or repair the failed portion of the product with the same product unless that product is no longer available. Under this warranty, only failed planks will be replaced, not the surrounding planks that are still performing. If the original product is no longer available, Casabella© Laminate ScubaTech™ will, at its own discretion, replace the damaged product with a comparable product or refund the portion of the original purchase price of the failed flooring only.
- **FOR THE LABOR:** For the first two years after installation, Casabella© Laminate ScubaTech™ will pay \$2 per sq ft to replace the failed flooring from the nearest wall. After two years but less than five years Casabella© Laminate ScubaTech™ will pay \$1 per sq ft to replace the failed flooring from the nearest wall. After five years, no labor cost will be paid.
- If CASABELLA© LAMINATE SCUBATECH™ chooses to replace Flooring that fails to meet the warranty, it will only be replaced one time.
- **THIS LIMITED WARRANTY DOES NOT INCLUDE REMOVAL OR REPLACEMENT OF CABINETS, FIXTURES, RETAIL MARKUPS, INSTALLATION OR LABOR PROVIDED BY OTHERS OR SUPPLEMENTAL COST, INCLUDING BUT NOT LIMITED TO RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTELS, MEALS, OR MOVING AND STORAGE OF FURNITURE.**

THIS WARRANTY DOES NOT COVER ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES. NO IMPLIED WARRANTIES EXTEND BEYOND THE TERMS OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE LIMITATION OF CONSEQUENTIAL DAMAGES, SO THIS MAY NOT APPLY TO YOU. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

WITHIN 30 DAYS OF PURCHASE YOU MUST PHOTOCOPY AND COMPLETE THE 'WARRANTY REGISTRATION CARD' (NEXT PAGE) AND MAIL BACK TO CASABELLA© LAMINATE SCUBATECH™ TO HAVE A VALID WARRANTY!



CASABELLA© LAMINATE SCUBATECH™
 6606 FM 1488 Suite 148 #353 MAGNOLIA, TX 77354

WARRANTY REGISTRATION CARD:

Name: _____

Address: _____ City: _____

State _____ Zip: _____ Phone: _____ Email: _____

Name and address of store where you purchased ScubaTech™ Laminate Flooring: _____

Purchase date: _____

What most influenced your decision to purchase ScubaTech™ Laminate Flooring?

- Dealer's recommendation
- Style & Design
- Price
- Easy maintenance
- Durability
- Other _____

How was your floor installed?

- Professional installer
- Self

Where did you install ScubaTech™ Laminate Flooring?

- Living room/Family room
- Bedroom
- Dining room
- Kitchen
- Bathroom
- Other _____

Which ScubaTech™ Laminate Flooring: design(s) did you select? Color names/numbers:

- CBLAT252SE ScubaTech™ Seabreeze
- CBLAT253DK ScubaTech™ Dusk
- CBLAT254BD ScubaTech™ Bayside
- CBLAT255CT ScubaTech™ Crescent
- CBLAT204OB ScubaTech™ Ormond Beach
- CBLAT242CW ScubaTech™ Clearwater
- CBLAT243VE ScubaTech™ Venice
- CBLAT244BL ScubaTech™ Sanibel
- CBLAT245PC ScubaTech™ Palmcoast

Approximately how much flooring did you install? _____ Square Feet or _____ Boxes

Number of children under the age of 18 living with you: _____

Age group:

You: 18-24 25-34 35-49 50-64 65+

Your Spouse: 18-24 25-34 35-49 50-64 65+

Is this home your:

- Primary Residence
- Vacation Home
- Income Property

LIMITED COMMERCIAL USE WARRANTY

1. SCOPE OF APPLICATION

This Commercial Limited use warranty is offered by us and is Worldwide applicable. This warranty applies to our water-resistant laminate flooring, purchased from authorized dealer and installed and used in commercial area. 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
Med clinic, retirement centres, Doctor's offices, hospice, assisted living.	All non-required "clean room" areas – Corridors, patient rooms, lobby, waiting rooms, cafeteria, exam rooms, common areas.
Professional offices (i.e. accountants, lawyers, etc.), banks.	Offices, hallways, lobby, reception areas, break rooms, conference rooms.
Boutiques, retail store, art galleries, book-stores, coffee shops, gift shops, jewellery stores, beauty salons, barber shops.	Dressing rooms, entire store.
Apartments, condos, military housing.	Any room in these segments will be suitable, including common areas excluding bathrooms.
Hotel, motel, restaurants.	Guest rooms, lobby, hallways, elevator.
Day-care, school, universities, libraries.	Dorms, common areas, cafeterias, class rooms, auditoriums, libraries (excluding gymnasiums).

2. WARRANTIES

2.1. WEAR WARRANTY

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

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- Will not stain from normal household use.
- 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.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- 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.

2.3. 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 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.
- The surface temperature of the system does not exceed 81°F / 27°C.

3. PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

4. MOISTURE RESISTANCE WARRANTY

This warranty is only for Residential Use. 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, provided they are removed within 72 hours. However, flooding is NOT covered by the warranty, which means standing water must be avoided at all times.

5. EXCLUSIONS AND CONDITIONS

- 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 unlevelled 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 (beneath 50°F/10°C) or extreme heat (95°F/35°C).
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by normal household spills which are not removed within 72 hours.
- 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 because the flooring is not used under normal conditions.
- 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.
- 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 and other damage caused by exposure to "abrasives" such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- 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 heeltaps 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" / 6.35mm hard board) on your floor and gently "walk" the item across 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.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 0.04in² / 25mm². This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold "as is".

It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, 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 defect 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.

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.

6. WHAT YOU SHOULD 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.

7. WHAT WE WILL DO

If we honor a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labor costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

For Lifetime limited warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, replacement or refund will be maximum 5% of the original flooring purchase amount.

This warranty is limited to the designs, colors, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.

LIMITED RESIDENTIAL USE WARRANTY

1. SCOPE OF APPLICATION

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

2. WARRANTIES

2.1. WEAR WARRANTY

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

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- Will not stain from normal household use.
- 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.

2.2. STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring:

- 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.

2.3. 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 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.
- The surface temperature of the system does not exceed 81° F / 27° C.

3. PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

4. MOISTURE RESISTANCE WARRANTY

This warranty is only for Residential Use. 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, provided they are removed within 72 hours. However, flooding is NOT covered by the warranty, which means standing water must be avoided at all times.

5. EXCLUSIONS AND CONDITIONS

- 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 unlevelled 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 (beneath 50° F/10° C) or extreme heat (95° F/35° C).
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by normal household spills which are not removed

within 72 hours.

- 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 because the flooring is not used under normal conditions.
- 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.
- 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 and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Indentations.
- 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 heeltaps 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” / 6.35mm hard board) on your floor and gently “walk” the item across 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.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 0.04in² / 25mm². This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold “as is” .

It is the responsibility of the purchaser and the installer, whether they are

professionals or a do-it-yourselfers, 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 defect 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. 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.

6. WHAT YOU SHOULD 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.

7. WHAT WE WILL DO

If we honor a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labor costs to perform the repair or replacement.

This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

For Lifetime limited warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, replacement or refund will be maximum 5% of the original flooring purchase amount.

This warranty is limited to the designs, colors, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.