

Warranty for Engineered Flooring

WHO'S COVERED

As the original purchaser of Engineered Flooring, you are covered by this warranty.

TRANSFERABILITY

This warranty is not transferable.

LENGTH OF COVERAGE

25 Year Finish and Wear warranty & Structural Warranty.

WHAT'S COVERED

Your Engineered Flooring is warranted against finish wear from normal household conditions resulting in the exposure of the bare wood.

It is also warranted against grading, finishing and milling defects in excess of the waste factor. Waste factor is an industry term that refers to an allowance for manufacturing and natural defects in flooring and is represented by a percentage. While board selection may vary according to personal preference, waste is determined by NWFA standards. Accordingly, it is warranted that no more than 5% of the total square footage of your purchase of a domestic species and 10% for exotic species will exhibit any manufacturing or natural defects.

WHAT'S NOT COVERED

Applicable Region: This limited warranty is valid only in the United States.

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, or gapping.

Subfloor Changes: Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care and installation instructions are not covered.

Gloss Reduction: Fading or loss of gloss is not finish wear and not a product defect.

Within the Waste Factor: Defects in flooring that do not exceed the waste factor are not covered under this warranty. Consequently, it is a good rule of thumb to add the applicable percentage above to your total square footage when ordering your floor.

Other Finishes: This warranty covers the factory applied finish. Applying another finish and/or sanding in preparation for another finish may damage the factory applied finish and voids the warranty against finish wear.

Accidents Abuse or Misuse: Warranty will be made void if man-made or natural disasters including leaking or broken

plumbing, fire, flood, earthquake, or standing water occur during or after installation.

Poor Installation: For example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage, and damage from tools are not covered. Additionally, damages caused by any advice or instructions that conflict with Engineered Flooring installation instructions and the National Wood Flooring Association's guidelines (regardless of the source) are excluded from this warranty.

Non-Traditional Installations: For example, intricate patterns, installations on walls or ceilings and usages for purposes other than flooring (like furniture or countertops) void this warranty.

Improper Alteration: Alterations or repairs to the manufacturer's original product will void any and all warranties.

Excluded Deformity: Any product deformity that is not measurable or that is visible only in a certain angle is not considered a defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.

Boards Installed with Visible Defects: If you see any board with defects DO NOT install it. This includes visible manufacturing, natural or other defects.

Natural Wood Characteristics: Wood flooring is a natural product. It may change as a result of the conditions to which it is exposed including seasonal and environmental factors. Seasonal gapping due to the wood's expansion and contraction in heating and nonheating seasons may occur. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural wood variations from board to board, like differences in grain, color, tone and knots, may exist. Issues relating to these natural wood characteristics are not covered under this warranty.

Color and Shade Variations: New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other wood products (such as cabinets, stair railings, trim and moldings) due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.

Odd Lots & Third-Party Purchases: An odd lot is flooring that is discounted because it did not pass our rigorous inspection process and is not covered under this warranty. Additionally, only purchases made directly from Floor and Decor in store, online or by phone are covered by this Engineered Flooring Warranty.

Special, Indirect or Consequential Damages: Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

HOW TO MAINTAIN YOUR WARRANTY

Follow the Pre-Installation Requirements: Prior to installing a single board, you or the installer must determine the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. Just a few of these standards state:

- You must comply with all applicable environmental and building codes, regulations and laws.
- Your installation area and subfloor must be dry, stiff and flat within industry standards. Also, use a moisture

barrier according to the installation instructions and acclimate your flooring to the area where it is being installed. Once acclimated and before work begins, measure the moisture content of the flooring and subfloor with a moisture meter and document it. The moisture levels between the flooring and the subfloor must be 4% or less.

- Your installation area must be between 60° to 80° Fahrenheit with a relative humidity between 30% and 50% for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance.

Inspect All Boards for Visible Defects: Boards installed with visible defects are not covered under this warranty. Accordingly, before installation, you and the installer should examine all boards to ensure they are satisfactory. If any boards are unacceptable due to color, finish, milling or any other reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.

Plan on being present during installation to ensure that all required procedures are completed and boards with visible defects are not installed. It is important to inspect individual boards and to frequently step back to observe the “whole picture” before installation is completed. If you’re not present during the installation, you are responsible for the installer’s judgment in board selection and placement. It is the responsibility of the owner to ensure that the product delivered is the product that was selected.

If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased or call us at 877.675.0002 or 770.421.3705.

Touch-ups During Installation: If you or your installer use stain, filler or putty stick for touch-up during installation, they are considered normal practices and procedures in regard to this warranty.

Follow the Engineered Flooring Installation and Care Instructions: It is your, or the installer’s, duty to make sure the installation requirements found at www.flooranddecor.com are strictly followed, especially in the use of moisture barriers, installation tools, and in evaluation of job site conditions and moisture testing.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original retail customer) should notify the authorized dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of the applicable limited warranty. You (the original retail customer) must present to that authorized dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase
- A description of the problem and/or a photograph/sample that clearly shows the warranty problem

What the supplier will do should you need warranty service:

If he accepts a claim under this limited warranty, the supplier will authorize your dealer to replace, free of charge, the amount of strips/planks presenting a manufacturing defect or pay compensation equal to the cost of the defective strips. The supplier will not reimburse any installation fees or labour costs. If the claim is related to the finishing of the floor, he will assume the material and labour costs necessary to refinish the flooring of a room or rooms for which the claim was approved. This procedure constitutes the one and only way to make a claim in regards to this limited warranty.

Please Note:

The supplier does not grant to any person or entity the authority to create for it any obligation or liability in connection with this floor. The supplier shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding

merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, such rights may vary from state to state.

For more information, please visit www.flooranddecor.com

"INSTALLATION IMPLIES ACCEPTANCE."

NO WARRANTY WILL BE OFFERED FOR APPEARANCE RELATED CLAIMS ONCE THE PRODUCTS ARE INSTALLED.