

Warranty

Engineer Wood - Décor Flooring offers a 30 year limited finish warranty and a 35 year limited structural warranty from original dated of retail purchase.

Laminate - Décorative Flooring offers a 25 years limited warranty from original dated of retail purchase and given only to original retail purchaser of Décorative Flooring products. Our warranties are not transferable.

Who is Covered?

All warranties in this Limited Warranty Guide are given only to the original retail purchaser of our product. Our warranties are not transferable.

What is Covered and For How Long?

The limited warranties described in this guide are subject to the product applications, limitations, disclaimers and exclusions described below. All warranties run from the date of retail purchase for the applicable period described in this guide.

What Are You Responsible For Under Our Warranties?

To be covered under our warranties, you need to retain your sales slip and make sure that the flooring is properly installed. To be covered under our warranties when installing over a radiant-heated subfloor, keep the flooring surface at or below 85° F (29° C) and the relative humidity between 35% and 55%. You must also properly care for your new floor using only specially formulated floor care products to preserve your flooring.

What Will We Do If Any Of The Covered Events Occurs?

If any of the covered events occurs within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If the floor was professionally installed, Décor Flooring will provide or pay a percentage of the reasonable material and labor cost for repair or replacement, at our option, of the

warranted product. This percentage will be based on the number of years from the date of purchase and the remaining warranty period of the product, up to 30 years after date of purchase. For example, for a professionally installed product, which is covered by a 30 year warranty, Décor Flooring will pay 24/30th (or 80%) of the reasonable material and labor costs on an approved claim submitted 6 years after the date of purchase.

NOTE: Any repair or replacement is limited to colors and styles of products available at the time of repair or replacement. If the original design is no longer available, Décor Flooring has the right to substitute another design of similar value. The product must be of a similar structure and the customer may choose the design.

These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture. We will replace or repair such flooring no more than once, which is your exclusive remedy under this warranty. If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our hardwood floors. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

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What Is Not Covered By These Warranties?

• The Limited warranties do not cover conditions caused by improper use or maintenance, such as:

1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets.
2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging objects across the floor without proper protection).
3. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required.
4. Damage caused by caster wheels or vacuum cleaner beater bars.
5. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
6. Splits, cracks, grain raising, checking, edge fracturing,

splintering or chipping that occurs **during** or **after** the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%.

7. Wood and laminate flooring installed in full bathrooms with a shower or tub.
8. Damage caused by fire, flooding, and other natural disasters and Acts of God.
9. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra Violet rays (which may cause oxidation of finish/stain) is not considered a defect. Certain species are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
10. Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material.
11. Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (eg. cabinets, stair railings, trim, etc.).
12. Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
13. Noises including, but not limited to, squeaks, popping, etc.
14. A product deformity that is not measureable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
15. Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board.
16. Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
17. Products designated as “thrift,” “antique,” “tavern,” “bargain,” “cabin grade,” “seconds,” “economy grade,” “rustic,” “close-out,” “off-goods” or “non-standard.” Such products are sold “AS IS.”
18. Floors that are installed in other than owner-occupied or tenant-occupied residences.
19. Commercial installations of residential products.

20. Construction or installation-related damage.
21. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions or water trapped beneath the floor due to improper subflooring or underlayment.
22. Exposure to extremes of temperature or relative humidity.
23. Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

What Is Excluded From These Warranties?

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NONCONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW. SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

What Should You Do If You Have A Problem?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

DÉCOR FLOORING

9330 W Airport Blvd, STE 130
Tel: 281-969-8337 or Fax: 281-969-8074

1239 Security Dr
Dallas, TX 75247
Tel: 214-631-8337 or Fax: 214-631-8047

PLEASE KEEP YOUR SALES RECEIPT. A receipt is required in order to verify date and proof-of-purchase to resolve any problems that may occur. Your warranty applies only to you, the original purchase, for one installation. Removal, reinstallation or unauthorized repairs shall void this warranty.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event that your claim is not resolved within 30 days, please contact the Décor Flooring indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under these warranties.