



Limited Lifetime Residential Flooring Warranty – Ultra WPC Flooring

Warranty Conditions and Term: This limited warranty is given to (a) the original purchaser (the “**Original Purchaser**”) of the Flooring (defined below) from Echelon Surfaces or an authorized Echelon Surfaces seller, and, (b) if the Original Purchaser is not the owner of the Residential Building (Residential Building shall refer to a single-family residential home) in which the Flooring is installed, to the owner of the Residential Building at the time of installation (the “**Original Owner**”) (the Original Purchaser and the Original Owner of the Flooring subject to this limited warranty are referred to as the “**Warranty Holder**”). Echelon Surfaces LLC (“**Echelon Surfaces**”) warrants that its Ultra WPC flooring, excluding moldings and/or accessories (the “Flooring”), during the applicable warranty periods set forth in subsections 1) through 3) below (each, a “**Warranty Period**”) and subject to the Warranty Exclusions and Limitations set forth below, will comply with the following:

The Flooring shall be free of manufacturing or material defects caused by improper milling or coating (“**Manufacturing Defects**”) under normal use for a period beginning on the date of purchase by the Original Purchaser (the “**Purchase Date**”) and ending on the earlier of (a) one year from the Purchase Date, and (b) the date on which the Flooring is installed (the “**Installation Date**”);

1. Limited Lifetime Structural Warranty: Under normal traffic and usage conditions, the Flooring will not delaminate during the lifetime of the Original Purchaser and/or Original Owner;
2. Limited Lifetime Wear Warranty: Under normal traffic and usage conditions, the surface finish will not wear through and will continue to protect the decorative film layer from becoming damaged and/or altered during the lifetime of the Original Purchaser and/or Original Owner;.

In the event that Echelon Surfaces supplies replacement Flooring, the Warranty Period for the replacement Flooring will not be extended beyond the original Warranty Period set forth in subsections 1) through 3) above.

Warranty Scope:

If Echelon Surfaces receives a valid warranty claim, will supply new materials of similar grade for repair or replacement of affected areas. Labor costs, including any expenses associated with installation and removal of defective Flooring, are not covered by this limited warranty. To the extent permitted by law, these are the sole and exclusive remedies of the Warranty Holder in the event of a Manufacturing Defect or other warranty claim.

**How to Obtain Warranty Service:**

The Warranty Holder must inspect the Flooring for Manufacturing Defects caused by improper milling and coating, and report any such defects to Echelon Surfaces, prior to installation of the Flooring. To obtain warranty service, the Warranty Holder must contact

Echelon Surfaces' Customer Experience Department: sales@echelonfloors.com/225-529-2144. Warranty claims must be received within 30 calendar days after the Warranty Holder identifies the Manufacturing Defect or other basis for a warranty claim. To be covered under this Echelon Surfaces limited warranty, the Warranty Holder must provide documentation of sales order and proof that the Flooring was properly installed in accordance with the Installation Guide (defined below).

Echelon Surfaces reserves the right to retain a certified and independent flooring inspector to verify the Warranty Holder's warranty claims. The determination of the flooring inspector regarding the warranty claim is not binding on either Echelon Surfaces or on Warranty Holder. A determination that does not verify the warranty claim shall not affect the Warranty Holder's right to submit its claim to arbitration in accordance with the terms of the Arbitration Agreement (as defined in Echelon Surfaces' Terms and Conditions of Purchase). The performance of the inspection, however, if requested by Echelon Surfaces and assuming that Echelon Surfaces advances the full cost of the inspection as described above, is a requirement for the Warranty Holder to submit a warranty claim to arbitration under the Arbitration Agreement.

For specific instructions on how to obtain warranty service for defective Flooring, visit the Echelon Surfaces website <https://www.echelonfloors.com>, call us at 225-529-2144 or write us at 3149 S. Sherwood Forest Blvd, Baton Rouge, LA 70816.

Warranty Exclusions and Limitations:

This limited warranty is not transferable by the Warranty Holder to any other party, including but not limited to a subsequent purchaser of the Residential Building in which the Flooring is installed. As such, the Warranty Period does not extend beyond the date on which the Original Owner of the Residential Building in which the Flooring is installed sells or otherwise transfers ownership of the Residential Building.

This limited warranty does not cover Flooring donated, purchased on clearance center, or at auction. Because Echelon Surfaces cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Echelon Surfaces or an Echelon Surfaces authorized seller in the United States, unless otherwise prohibited by law. Proof of purchase is required.

This limited warranty only covers Flooring that is both (i) installed with strict adherence to Echelon Surfaces' Vinyl flooring installation guide found online at <https://www.echelonfloors.com> (the



“Installation Guide”), as applicable to the Products at issue, and (ii) maintained in accordance with Echelon Surfaces’ Vinyl flooring care and maintenance guidelines found online at <https://www.echelonfloors.com> (the “Maintenance Guide”), as applicable to the Product(s) at issue. Echelon Surfaces will provide copies of these guides upon request by the Warranty Holder. This limited warranty only applies when the Flooring is used under normal traffic and other usage conditions.

The limited warranty for Manufacturing Defects does not apply after the Warranty Holder has installed the Flooring, and product variation or error that does not exceed the 5% industry standard is not considered a Manufacturing Defect for purposes of this limited warranty. This limited warranty does not extend to or cover:

- (a) any damage, splits, cracks, edge fracturing, chipping, or any other defect to the Flooring caused by accidents, alterations, misuse, abuse, direct exposure to the elements, or improper installation.
- (b) Flooring damage caused by excessive cold or heat (temperatures less than 32° F or more than 113° F) , negligence, erosion, pets, insects, sanding, settlement or movement of the structure to which the Flooring is attached, and/or installation of Flooring over an improper subfloor;
- (c) Flooring damage caused by moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity or by moisture trapped below the Flooring that creates mold or mildew.
- (d) damage caused by or resulting from installation over radiant heat floors that exceed 85° F;
- (e) changes in Flooring color or sheen due to aging, moisture, exposure to sunlight or Ultraviolet rays (which may cause oxidation of finish);
- (f) Flooring discoloration caused by area rugs;
- (g) loss of Flooring finish gloss over time consistent with normal wear & tear;
- (h) scratches, gouges, staining, finish wear through, or other finish issues on the Flooring caused by failure to follow the Maintenance Guide such as damage caused by vacuum cleaner beater bars, castor wheels, chairs, or other furniture without proper floor protectors, or damage caused by using mineral spirits, paint thinner, or other solvents on the Flooring.
- (i) finish wear through that does not cover more than 10% of the total surface area for heavy traffic locations.
- (j) scratches or dents.
- (k) Flooring noise such as squeaks, crackling, and popping which may happen as a result of structural movement, sub-floor flatness, deflection, changes in environmental conditions, or the amount of topside pressure applied to the flooring.
- (l) Flooring damage caused by natural events such as hurricanes, earthquakes, and tornadoes.



(m) Flooring installed with visible defects.

(n) any Flooring deformity that is not measurable or visible from a standing position in normal lighting.

(o) cutting caused by sharp objects; or

(p) Flooring damage caused by a failure to follow the recommended installation and maintenance procedures as set forth in the Installation and Maintenance Guides.

This limited warranty excludes color variation between orders, individual planks and/or samples. Echelon Surfaces does not warrant that the Flooring will match or coordinate with purchaser furnishings, trim, cabinetry, railings, etc. It is the installer's responsibility to document all jobsite conditions and measurements including the installation date, subfloor moisture content, and other documentation required under the Installation Guide.

EXCEPT TO THE EXTENT PROVIDED BY LAW, ECHELON SURFACES MAKES NO EXPRESS WARRANTY OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY STATED ABOVE. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limitation of Damages: IN NO EVENT SHALL ECHELON SURFACES BE LIABLE UNDER THIS WARRANTY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN IF ECHELON SURFACES HAS BEEN INFORMED, OR SHOULD BE AWARE, OF THEIR LIKELIHOOD, OR FOR ANY OBLIGATIONS OR DAMAGES OTHER THAN THE SPECIFIC WARRANTY SERVICE OBLIGATIONS EXPRESSLY SET OUT ABOVE. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.