Warranty Document

Tru–Wood Origins

25 Year Residential Water Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, such as the surface will not wear through*, stain or fade from artificial light for 25 years after the date of purchase of the product when used under normal residential traffic conditions. *Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. If the product wears through, stain or fade, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantee or liabilities arising by law or otherwise. To claim this warranty, the original purchaser must present the original purchase receipt with this warranty card.

5 Year Light Commercial Water Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, such as the surface will not wear through*, stain or fade from artificial light for 5 years after the date of purchase of the product when used under normal commercial traffic conditions. *Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended and not under this warranty. If the product wears through, stains or fades, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantee or liabilities arising by law or otherwise. To claim this warranty, the original purchaser must present the original purchase receipt with this warranty card.

72 Hours Sanding Water Resistant Laminate

This product will resist damage from moisture due to everyday household spills removed within 72 hours. However, when excessive moisture accumulates in buildings or on building materials, mould and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The warranty excludes damage resulting from mould and/or mildew growth due to prolonged exposure to moisture. This warranty also does not cover flooding.

Terms and Conditions for Water Resistant Laminate Warranty

- The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used for indoor use only.

- This warranty does not cover negligence, improper installation/maintenance, insufficient protection, improper alterations to the original materials, insects, severe accidents, exposure to extreme heat, burns, fire and natural disasters.

- The floor must be properly maintained to consider a claim. Improper maintenance can damage your floor. Sweep the floor on a regular basis, at least once per week. If you use a vacuum cleaner, the beater bar must be turned off. The beater bar will damage your floor. No wet mopping. We recommend using laminate floor cleaner (Ex: Bona) by spraying it on the mop head not directly on the floor. Never use a wax based product on your floor.

- Floors installed in bathrooms or saunas are not covered under warranty.

- This warranty does not cover transition accessories or mouldings.

- This warranty only applies to 1st quality product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.

- Laminate flooring panels must be inspected prior to installation under sufficient lighting.

- Products with visible defects must never be installed under any circumstances. Laminate flooring panels installed with any manufacturing defect are not covered by this warranty. Any defect must be reported prior to installation and within 30 days of purchase in order to be covered. Colour or gloss issues as a result of adding material at a later date from non-warranty repairs are excluded from coverage.

- This warranty is non-transferable and only applies to the original end consumer.

- This product warranty only applies inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. It includes the delaminating or reduced resistance of the wear layer. The manufacturer will repair or replace the product, at its option. When replacement of the flooring is made, only new panels from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation.

- This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. Abnormal use or conditions include, but are not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original manufactured product. Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. The damage to the product must be evident, measuring the

size of a dime and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to; damage of mechanical nature, severe impact or scratches (Ex: Dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, Sofas or furniture with castors must be fixed with soft rubber wheels, an adequate protective mat or protective castor cups must be put under the furniture.

- This warranty does not apply to damage from extreme heat, dryness, moisture of any kind other than regular cleaning as has been explained in this warranty. You must maintain the temperature between 65F to 85F and keep humidity between 35% to 55% in your home. Fluctuation in temperature or humidity can damage your floor which is not covered under this warranty.

- This warranty excludes damages caused by water, including but not limited to; appliance and plumbing failures, natural disaster such as flood, urine or any standing water.

- This warranty excludes damages caused by water or moisture trapped beneath the floor.

- We will not be responsible for any loss of time, inconvenience expenses, costs or consequential damages caused by or resulting directly or indirectly from a problem about which the claim was made.