

5 YEAR COMMERCIAL WARRANTY

Unilin Flooring is so confident in the design and durability of our Quick•Step® flooring products*, that we back them with a 5 year Light/Medium Commercial Warranty¹. This Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, and wear-through during normal use.

Joint Integrity

The Quick•Step® Uniclic® system will not fail².

Stain Resistance

Quick•Step® flooring will resist staining.

Fade Resistance

Quick•Step® flooring will resist fading from exposure to sunlight or artificial light.

Wear Resistance

Quick•Step® flooring wear layer will not wear through the design layer³.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Retailer name _____
Retailer address _____
Retailer phone number _____
Purchase date _____
Product name _____

The above mentioned warranties do not apply to:

- all food areas, such as, but not limited to, restaurants, cafeterias, bars, kitchens.
- all institutional applications, such as, but not limited to hospitals and government buildings
- heavy commercial areas, such as, but not limited to airports, lobbies, mall corridors, schools
- beauty salons, barber shops, dance halls/studios, gymnasiums
- other areas that have heavy traffic or immediate access to street traffic

General Terms and Conditions for Commercial Warranty

Quick•Step® flooring carries the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply. If you have questions regarding the warranty information, please contact the retailer, distributor, or manufacturer.

1. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Quick•Step® brand product purchases made after the edition date of these warranty conditions.
2. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. It includes the delamination or reduced resistance of the wear layer. Unilin Flooring will repair or replace the material only, 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. Unilin Flooring is not responsible for labor charges, installation

charges, or similar costs. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. Visibly defective panels should never be installed. Unilin Flooring can never be held liable and is not responsible for any secondary damage.

3. The joint integrity warranty on the Uniclic[®] joint only applies to permanent open joints greater than 0.01 inches (0.2mm).
4. This warranty applies only to first quality Quick•Step[®] brand product installed according to the manufacturer's recommended installation instructions in indoor climate controlled spaces. We recommend using the approved Quick•Step[®] underlayment as it has been specifically designed and tested for use with Quick•Step[®] flooring panels. The use of underlayment other than Quick•Step[®] might cause damage to the Quick•Step[®] floor. In such cases, the warranty provided by Quick•Step[®] will be void. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. Unilin puts these instructions inside every flooring carton. If the instructions are not there, they should be requested from retailer, distributor, or manufacturer. The instructions may also be viewed at www.quick-step.com. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions must be provided to the end user by the installer. This warranty does not apply to Quick Step brand accessories.
5. This warranty does not cover damage to the product caused by installation errors. The Quick•Step[®] Uniclic[®] product must be installed following the Quick•Step[®] Uniclic[®] installation method using approved accessories.
6. Gloss reduction is not surface wear. For commercial applications, superficial surface scratches as a result of daily use have to be accepted. In addition, metal or vinyl transitions must be used for commercial applications.
7. 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" includes, but is 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 light/medium commercial environment. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least 1.40 square centimeters or 0.5 square inch, 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 (caused by dragging objects or furniture) or cutting. Gloss or sheen reduction is not surface wear and is not covered by these limited warranties. The feet of furniture must always be covered with appropriate protective (felt or rubber) material. Chairs, sofas or furniture with castors must be fitted with soft rubber (not plastic or metal) wheels (suitable for hardwood flooring), or an adequate protective mat or protective castor cups must be put under this furniture.
8. A suitable mat or a sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring.
9. This warranty does not apply to damage from exposure to extreme heat, dryness, water saturation or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas, in extremely dry areas or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
10. This warranty excludes damage caused by water or moisture trapped beneath the floor due to improper sub-flooring or underlayment including but not limited to damage from hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.
11. This warranty excludes damage caused by moisture left on the floor, cleaning that is too wet and/or the use of inappropriate cleaning products. Prolonged water exposure could damage your laminate flooring.
12. Flooring panels or accessories must be checked carefully for manufacturing defects before and during installation and under optimal lighting conditions. Products with visible defects must not be installed under any circumstances. The retailer or distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color

and gloss issues resulting from material added to an existing installation at a later date for non-warranty repairs are excluded from coverage.

13. Under no circumstances will Unilin Flooring be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
14. Unilin Flooring OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
15. The general warranty and Uniclic[®] warranty periods are pro rata 5 years. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Quick-Step original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 5 years for the general warranty for flooring and on the integrity of the Uniclic[®] joint. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a claim is made is no longer available, the customer will be able to choose a Quick•Step[®] product of equal value from the current product range.
16. If there is a conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

For service under this warranty please contact your local Quick•Step[®] retailer. Describe the problem and in many cases, the retailer can provide you with a solution.

For installation, maintenance and technical questions please call (888) 387-9882 option 1.

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Tel. (888) 387-9882 Fax. (214) 309-3378 • www.quick-step.com

End Notes

- ¹ See General Terms and Conditions point 15
- ² See General Terms and Conditions points 3-4
- ³ See General Terms and Conditions points 6-7

* Excludes 7mm products (Home, Home Sound, QS700, Lockport), Perspective, and DécorWood™.