

Waterproof Wood SPC Flooring

Warranty

This Limited Residential Flooring Warranty is provided to the original residential consumer purchaser of Waterproof Wood SPC Hardwood Flooring and begins when the floor is paid for in full as supported by an original invoice from an authorized Waterproof Wood SPC Flooring dealer. The floor must be installed in accordance with the Waterproof Wood SPC Flooring installation guidelines and maintained.

LIMITED WARRANTIES

Claims for defective product made prior to installation will be replaced with like product upon return of the uninstalled material in full cartons. If like product is not available, will reimburse the cost of material when the uninstalled material is returned or substitute alternate product of an equal or greater value.

Within one year of installation, claims for defective product will be repaired or replaced, at manufacturers sole discretion, along with reasonable labor costs if the floor is professionally installed by NWFA certified installer. (There is no labor cost reimbursement for owner or DMIMY installation). Material to repair the affected area will be credited at the original cost of the material. After one year, the percent of reasonable labor cost will be reimbursed at a declining rate of 10% per year until no labor cost will be reimbursed in the eleventh year and thereafter.

These limited warranties apply to you only if you: (1) are the original residential consumer purchaser; (2) have paid in full for your hardwood floor; and (3) have purchased the floor for your own personal residential use and not for resale. These warranties ARE NOT transferable or assignable and they DO NOT apply to non-residential, rental or commercial installations.

LIMITED LIFETIME STRUCTURAL WARRANTY

WATERPROOF WOOD SPC FLOORING manufactures its engineered hardwood floors according to ANSI/NWFA EF 2019 standards (The Standard) and therefore warrants that its first quality Waterproof Wood SPC Hardwood Floors, in their manufactured condition, to be free from manufactured or grading defects as defined in The Standard, which allows for 10% off spec material. WATERPROOF WOOD SPC FLOORING additionally warrants that Waterproof Wood SPC Hardwood Floors will not delaminate when properly installed and maintained in accordance with the Waterproof Wood SPC Flooring installation and maintenance guidelines. In the event that the wood top layer delaminates from the core WATERPROOF WOOD SPC FLOORING will repair or replace, in its sole option, the affected plank or planks.

LIMITED LIFETIME FINISH WARRANTY FOR RESIDENTIAL WEAR

Our factory applied finish makes installation fast and easy and provides years of wear in normal residential situations providing the Waterproof Wood SPC Flooring Care and Maintenance Guidelines are strictly followed. WATERPROOF WOOD SPC FLOORING warrants that under normal residential use its finish will not peel off the hardwood floor or wear through during the warranty period. Under normal conditions in the event the finish peels off or wears through WATERPROOF WOOD SPC FLOORING will, at its sole option, either: (1) replace the affected boards; or (2) recoat the affected area. NOTE that this warranty applies only to areas that exceed more than 10% of the surface area of the installed floor. NOTE that gloss reduction, scratches and dents are not considered defects and are not covered by this warranty.

LIMITED WATERPROOF WARRANTY

WATERPROOF WOOD SPC FLOORING warrants that for the stated warranty period from the original date of purchase that its Waterproof Wood SPC Hardwood Floors will not swell, cup, or crack due to; normal cleaning practices including wet mopping with approved cleaning systems,* moisture due to everyday household spills, and moisture from the subfloor when exposed to those conditions.

*Approved wet mopping systems: Swiffer Wet Jet Wood maintenance system and Bona Care wet maintenance systems are the only wet mop systems approved for use with Waterproof Wood SPC Flooring Products. Do not use water bucket to clean the floor. All sources of subfloor moisture should be remedied prior to installation. This warranty covers topical moisture as long as the water does not flow over the cut edges of the floor. While moisture will not affect Waterproof Wood SPC Flooring's integrity, it is possible that with prolonged exposure to moisture in buildings, subfloors, or on building surfaces, mold and/or mildew growth can occur (particularly if the moisture issue remains undiscovered or unaddressed). This warranty excludes any mold and/or mildew growth due to prolonged exposure to moisture, and excludes all casualty events involving water coming in contact with your floor. This warranty excludes failures normally covered by Homeowners Insurance, including but not limited to, damages caused by flooding or standing water from leaky faucets, pipes, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

SPECIAL NOTE: WARRANTY LIMITATIONS (APPLIES TO ALL WARRANTIES THAT WATERPROOF WOOD SPC FLOORING MAY BE OBLIGATED).

Waterproof Wood SPC Flooring products are not warranted against squeaking, popping or crackling.

Waterproof Wood SPC Hardwood Floors are intended for interior use only and must be maintained in a normal interior environment (between 50 and 80 degrees Fahrenheit). Do not install Waterproof Wood SPC Hardwood Floors in conditions where they may be exposed to extreme heat or cold. They may buckle and possibly disengage from one another in these extreme conditions.

WARRANTY EXCLUSIONS

Wood is a natural product containing natural variations in color, tone, and graining. WATERPROOF WOOD SPC FLOORING cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots and grain variations from plank to plank. Nor can we warrant against natural variations or gloss levels between samples/models and installed flooring. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample **DOES NOT** create a warranty of any kind that the goods you purchased shall conform to. Any such warranties based on any such sample or models are specifically disclaimed. This warranty is only for Residential Use. When properly installed, the floor will not be damaged by topical, localized spills resulting from normal household use, such as wet shoes, liquid spills, dripping while exiting a bath tub or shower, provided they are removed within 72 hours. Please NOTE that we require homeowners to include a door mat in every door and bath rugs by every shower and or bathtub. Homeowner needs to document they have cleaned up the spill within 72 hours. Flooding is **NOT** covered by the warranty, which means standing water must be avoided at all times.

Improper Care and Maintenance: The floor must be maintained according to Waterproof Wood SPC Flooring's installation guidelines. Damage caused by improper maintenance is not covered by these warranties. Water damage resulting from improper installation or flooding caused by natural disaster, plumbing failures, etc... are not warranted. This limited warranty does not apply to moisture damage by events beyond everyday household spills, including, but not limited to: flooding, standing water allowed remaining on floor, appliance leaks, leaking plumbing, or any source of continuous, repetitive or long term water exposure. This limited warranty does not apply

to damage caused by subfloor moisture. This limited warranty applies to topical moisture sources only. Any moisture or water coming from underneath the floor is not covered under warranty. Defects or failures of other manufacturers' products at the subfloor assembly, including but not limited to subfloor material, fasteners, patching compound, adhesives, and other floor coverings are not covered by these limited warranties. Damage caused to your hardwood flooring by other manufacturers' products is not covered by this warranty. Other items not covered under the limited warranties include construction traffic, abuse to the surface of the flooring; use of non-recommended nailers, staplers, or adhesives; end gapping due to mastic memory or improper seating of planks during installation; squeaking, popping or crackling by any cause. (Popping sounds caused by depressions in the subfloor **ARE NOT** covered under these limited warranties.) Damage to the flooring such as dents, scratches, or dulling of the finish is **NOT** covered.

Cabinets and other built-in appliances should be installed **PRIOR** to the installation of the hardwood flooring. They should **NOT** be installed on top of floating hardwood flooring. Pre-finished hardwood floors should be installed at the same time as carpets and **AFTER** finishing the walls to prevent damage from paint, dry wall dust, wallpaper adhesives, and other materials.

Improper Environment: Waterproof Wood SPC floors are not warranted against damage caused by manmade or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction. Waterproof Wood SPC Flooring also does not warrant against: (1) moisture infiltration from side walls, through the subfloor or from any source; (2) normal wearing of the finish in high traffic areas, pivot points and seating areas; or (3) other extraordinary circumstances such as extreme low humidity (below 40% for an extended period of time). In extreme low humidity conditions (below 40%), planks may shrink and or exhibit surface checking until the humidity returns to a normal level.

Seasonal Checking: Cracks or checks in the surface of planks due to low humidity, excessively high humidity, or dramatic fluctuations in humidity are inherent in all wood products and may affect your floor's finish. Checking is not covered under these Limited Warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 40%-55%.

Recoating and Finish Alterations: Alterations to the finish or non- factory applied finishes (finishes applied by the owner or installer), including but not limited to refinishing or recoating, are **NOT** part of the Limited Warranty for residential finish wear stated above and therefore are **NOT** warranted by Waterproof Wood SPC Flooring.

Natural Sunlight: The sun and its UV rays cause the aging of wood and therefore can cause the stain and/or wood to fade and/or change color. This includes any showroom sample/models; therefore, fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties. Use draperies or shades to help block out most of the sun's harmful rays. Samples or models in the showroom may also fade, making an exact match to new flooring impossible. Custom finishing and staining of interior millwork and/or cabinets should be done from the actual floor to be installed, not a showroom sample, if a color and/or gloss match is desired.

1. Any damage to surrounding structure such as walls, subfloors, furniture, underlayment, moldings, trim, subfloor heating elements, or anything that is not the flooring product itself.
2. Any mold or mildew growth.
3. Flooring that is installed outside or in environments exposed to extreme variations in temperature.
4. This Lifetime Limited Waterproof Warranty excludes all casualty events involving water exposure normally covered by Homeowner's Insurance.
5. Cabinets or other built in appliances that are installed on top of a Waterproof Wood SPC Flooring
6. Waterproof Wood SPC Hardwood Floors should be installed after such items and after painting and interior finishes have been completed.

7. Seasonal surface checking is inherent in all wood products over time and is not covered.
8. Recoating or Finish Alteration will void the finish warranty.
9. Natural Sunlight will cause aging and color change in all wood including your Waterproof Wood SPC Hardwood Floor.
10. Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.
11. Damage arising from improper installation (for example installation on an unlevelled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.
12. Damage arising because the flooring is exposed to extreme cold (beneath 60°F) or extreme heat (80°F).
13. Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
14. Damage caused by normal household spills which are not removed within 72 hours.
15. Normal wear and tear of the flooring.
16. Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
17. Damage arising because the flooring is not used under normal conditions.
18. Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
19. Damage caused by an act of God (for example a natural disaster).
20. Damage caused by vacuum cleaner beater bars or hard plastics, or metal caster wheels.
21. Differences in aspect, color, gloss, grain pattern and tone with the reference flooring sample in for example the store or showroom.
22. Flooring that has been damaged or neglected during transportation.
23. Scratches, marks, stains and other damage caused by exposure to "abrasives" such as pebbles, grit, sand, high heeled shoes, furniture, etc.
24. Indentations.
25. Damage to click joints or indentation due to heavy rolling loads.
26. Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
27. Damage caused by the collections of dirt and moisture at entrances do due the lack of interior and exterior doormats.
28. Damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
29. Damage caused by walking on with spike-or stiletto-heeled shoes.
30. Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4" / 6.40mm hard board) on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
31. Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
32. Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.
33. Installation over radiant heat.

This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. This warranty covers topical moisture. It does not cover moisture that spills through any seams on the floor.

Important: All wood based products, even those specifically designed to have increased moisture resistance, are hygroscopic (they will react to moisture) and as a result will expand or contract accordingly. All sources of subfloor moisture must be remedied prior to installation. Any construction dampness must be remedied prior to installation. Although this product is water resistant, it is not waterproof and excessive wetting is to be avoided and water spills dried immediately. At no time should standing water be left on the floor.

WARRANTY PROCESS

Product determined to have defects should be returned in full cartons to the Dealer prior to installation for a full refund. All product quality questions should be addressed before installation. Obvious product defects are accepted once the product has been installed.

Product problems that arise after installation should be addressed in writing to the Dealer from which the floor was purchased. Include a copy of the proof of purchase or invoice. Descriptions and photos of the problem are very helpful in achieving a timely resolution. If possible supply a photo of the carton label with bar code.

All decisions regarding your warranty and warranty solutions must come from WATERPROOF WOOD SPC FLOORING. No other party is authorized to render a decision. You must give WATERPROOF WOOD SPC FLOORING and its agents a reasonable opportunity to fix your floor in accordance with this warranty.

WATERPROOF WOOD SPC FLOORING'S CURRATIVE ACTIONS/REMEDIES

THE ABOVE TERMS AND CONDITIONS OF EACH LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR THESE WARRANTIES. IF YOU ARE FOUND TO BE ENTITLED TO COVERAGE UNDER ANY WARRANTY, EXPRESSED OR IMPLIED, IN ADDITION TO THOSE SPECIFICALLY LISTED ABOVE, AND YOU CAN PROVE THAT WATERPROOF WOOD SPC FLOORING BREACHED SUCH WARRANTY, THEN YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY PROVEN BREACH IS EITHER (AT THE OPTION OF WATERPROOF WOOD SPC FLOORING): (1) REPAIR THE DEFECTIVE PLANKS; (2) REPLACEMENT OF THE DEFECTIVE PLANKS. IF THE REMEDY THAT WATERPROOF WOOD SPC FLOORING INITIALLY SELECTS IS FOUND TO FAIL IN ITS ESSENTIAL PURPOSE, THAN ANY FURTHER REMEDY TO WHICH YOU MAY BE ENTITLED IS SOLELY AND EXCLUSIVELY LIMITED TO ONE OF THE REMAINING REMEDIES (OF THE TWO OPTIONS, DESCRIBED ABOVE IN THE LIMITED WARRANTIES), WHICH SHALL BE CHOSEN BY WATERPROOF WOOD SPC FLOORING.

WARRANTY DISCLAIMER

ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY FOR RESIDENTIAL FINISH WEAR DESCRIBED ABOVE. THE REMEDIES AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY WATERPROOF WOOD SPC FLOORING OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, AND ALL RELOCATION COST ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND IS NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE HARDWOOD FLOOR. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED.

Proration of Warranty Period: The Limited Lifetime Structural Warranty, 50 Year Residential warranty and 10-Year Light Commercial Warranty periods are prorated for flooring. The prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows:

Lifetime Structural Warranty	50 Year Residential Warranty	10 Year Light Commercial Warranty
• 1-6 Year 100%	• 1-6 Year 100%	• 1st Year 100%
• 7-10 Year 90%	• 7-10 Year 90%	• 2nd Year 100%
• 11th Year 80%	• 11th Year 80%	• 3rd Year 100%
• 12th Year 70%	• 12th Year 70%	• 4th Year 100%
• 13th Year 60%	• 13th Year 60%	• 5th Year 90%
• 14th Year 50%	• 14th Year 50%	• 6th Year 80%
• 15th Year 40%	• 15th Year 40%	• 7th Year 70%
• 16th Year 30%	• 16th Year 30%	• 8th Year 60%
• 17th Year 25%	• 17th Year 25%	• 9th Year 50%
• 18th Year 20%	• 18th Year 20%	• 10th Year 40%
• 19th Year 15%	• 19th Year 15%	
• 20th Year 10%	• 20th Year 10%	

Labor Cost:

Within 0-1 year 100% of reasonable labor cost are included.

Within 1-5 year 50% of reasonable labor cost are included.

Anything above 5 years will not cover labor cost.