WARRANTY Quick-Step IMPRESSIVE

WARRANTY Quick-Step MAJESTIC

25Y residential product warranty

Lifetime warranty on click system

10Y warranty on water resistance

5Y commercial warranty

WARRANTY Quick-Step IMPRESSIVE ULTRA

25Y residential product warranty

Lifetime warranty on click system

10Y residential warranty on water resistance

10Y commercial warranty

GENERAL CONDITIONS

This warranty is valid on Quick-Step® laminate and the Quick-Step® accessories.

The Quick-Step® warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer or distributors or retailers.

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Quick-Step® brand product made after the edition date of these warranty conditions (see below).

2. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can *Unilin bvba, division Flooring*, be held 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.

3. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination, reduced resistance of the wear layer, staining and color fading.

4. The lifetime warranty on the Uniclic® joint only applies to permanent open joints wider than 0.2mm.

WARRANTY PERIOD AND VALUE

1. This warranty is valid for 25 years on the product, and for life (limited to 33 years) on the Uniclic® joints of the laminate flooring panels and 10 years on the water resistance. The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying the distributor's or retailer's stamp, will need to be submitted.

2. The Quick-Step® original warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage rate of the number of years of ownership per year based on 25 years for the wear, tear, staining and color fading warranty / 33 years for the integrity of the Uniclic® joint 10 years on the water resistance. The services provided under this warranty do not extend the original warranty period.

SCOPE

1. The general Quick-Step® 25 year residential warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial warranty" below. If the application does not come under the "Commercial warranty" an individual written warranty must be requested from the manufacturer.

2. The Quick-Step® laminate must be installed following the Quick-Step® installation method using the approved Quick-Step® accessories. The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the inside of the bottom of the cardboard packaging, the back of the insert label, or in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, distributor / retailer or they can be consulted at *www.quick-step.com*. The customer / fitter must be able to provide proof that only the recommended Quick-Step® accessories were used to install the laminate floor (identifiable from the Quick-Step® label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (on back of the insert label or at *www.quick-step.com*) must be provided to the end-user by the installer.

3. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm², and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture.

4. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable mat at all entrance door(s).

5. Cooking islands for kitchens and other very heavy objects should not be placed on top of the laminate. The laminate floor must be able to move around the heavy objects to avoid open joints and separating planks.

6. This warranty does not cover damage to the product caused by:
    - Installation error. The Quick-Step® product must be installed following the Quick-Step® installation method using the approved Quick-Step® accessories.
    - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user
    - Exposure to extreme temperature variations
    - Improper maintenance

RESIDENTIAL WARRANTY (10 years) on WATER RESISTANCE

1. This water resistance warranty applies for installations in wet areas like bathrooms, kitchens and entrance areas. Product failure in these areas are under warranty if all installation instructions and the general warranty conditions are fulfilled. (see above)

2. The floor may not be installed in very humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as but not limited to saunas, pool areas and rooms with build-in drains like showers).

3. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed within 24 hours. Cleaning efforts involving too much water and / or the use of inappropriate cleaning products must be avoided at all times. Since prolonged moisture exposure could irreversibly damage your laminate flooring the Quick-Step® installation instructions must be followed. All perimeter expansion joints must be filled with a very compressible PE foam and sealed with the Quick-Step® HydroKit according to the installation instruction. Skirtings, profiles and door trims must be sealed along the wall and along the flooring.

4. The water resistance warranty excludes damages caused by natural disasters (i.e. floods) or naturally occurring conditions/accidents (i.e. plumbing failures, pet urine, leaking dishwashers, ….)

COMMERCIAL WARRANTY (5 years) for Quick-Step IMPRESSIVE and MAJESTIC
COMMERCIAL WARRANTY (10 years) for Quick-Step IMPRESSIVE ULTRA

This commercial warranty is valid for Quick-Step® Impressive and Quick-Step® Majestic for a period of 5 years (10 years for Quick-Step Impressive Ultra) from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all of the above mentioned conditions. In addition to this the following must be considered:

- Gloss reduction is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
- In addition, metal Quick-Step® profiles must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

- all food areas, such as, but not limited to, restaurants and cafeterias, pubs, dance halls.
- all institutional applications, such as, but not limited to hospitals and government buildings
- heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops
- other areas that have heavy traffic and immediate access to street traffic

For areas and applications which are not covered by the standard commercial 5 year warranty or you want a warranty of more than 5 years, a specific warranty up to 10 years can simply be requested by contacting your dealer or *Unilin bvba, division Flooring.*

We strongly recommend to contact your dealer or *Unilin bvba, division Flooring* to discuss your commercial project in advance to make the right choice of the Quick-Step flooring and accessories.

This commercial warranty has the same general conditions, value, scope, liability and applicable law and dispute resolution as for the residential warranty.

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LIABILITY

Unilin bvba, division Flooring, reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the laminate floor.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Unilin bvba, division Flooring, will cover reasonable labor costs.
- Unilin bvba, division Flooring can never be held liable for any secondary damage.

Unilin bvba, division Flooring, will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Quick-Step® retailer or mail in proof of purchase and description of claim to:

Unilin bvba, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium
Tel. +32(56) 67 52 11 - Fax. +32 (56)67 52 39 - www.quick-step.com

APPLICABLE LAW AND DISPUTE RESOLUTION

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. *Unilin bvba, division Flooring* is not liable for labour costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.