

LEXFLOOR INC.

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WWW.LEXFLOOR.COM

25 Years Residential Warranty

FOR RESIDENTIAL ENGINEERED WOOD FLOORING

Lexfloor Inc. offers the highest quality of engineered wood flooring products that are backed by our “Residential Warranty Program”.

Under the Residential Warranty Program, as detailed below, Lexfloor Inc. warrants that its products meet all quality standards specified for each product category. The residential warranty is extended to the original purchaser(s) only of the Lexfloor Inc. engineered prefinished hardwood flooring. This program is limited to residential applications only, and does not apply to commercial or industrial use.

Every step of the manufacturing process goes through many strict and rigorous quality control standards. This guarantees superior quality and consistency in our products, and are built to last, assuming proper humidity and temperature conditions. Customers can install wood floors with ease by following NWFA installation guide lines www.nwfa.org and instructions.

Lexfloor Inc. ensures that our products meet all quality standards specified for each product category. The residential warranty is ONLY extended to the original purchaser(s) of the Lexfloor Inc. engineered pre-finished hardwood floors. This program is limited to residential applications only, and does NOT apply to commercial or industrial use.

Every step of the manufacturing process is monitored by many strict and rigorous quality controls. This is your best guarantee of superior quality and consistency in our products. It is mandatory the purchaser(s) install the floor following NWFA installation guide lines www.nwfa.org and instructions.

Structural Warranty:

25 years warranty to the original purchaser against manufacturing defects such as wrapping, buckling or bonding failure under normal residential use. As with all warranties, terms and conditions apply. **Our warranties do not cover failure due to improper installation.** Wood is a natural product. Lexfloor can't guarantee against natural variations in each plank, nor against color differences between samples and the color of floor once the floor has been installed. Careful pre-inspection of the flooring is the responsibility of the installer or buyer.

Lexfloor Inc. warrants to the original purchasers that our engineered pre-finished hardwood floors have a limited structure guarantee which means our products are free of any manufacturing defects caused by improper milling, grading, staining, proper humidity and temperature conditions and installation according to NWFA instructions.

Lexfloor Inc. warranty is only extended to hardwood floors that are maintained in normal indoor conditions which means heating and ventilating systems should be designed to maintain appropriate humidity levels between 35% to 50%, and temperature between 60 to 80 degrees Fahrenheit ALL year round. This is to ensure the best performance of the Lexfloor Inc. hardwood flooring.

It is the installer's responsibility to inspect each board prior to the installation. Planks that are visually or physically not acceptable (also as to grade or species) should be put aside and used in an acceptable location. Once the board is installed, it is no longer in question as to structural

visible warranty. If a board does not install properly, it should not be used. Although improper installation voids this warranty, Lexfloor Inc. reserves the right to inspect planks that have cracked, split and/or delaminated due to structural defects.

Our warranty does not cover damages due to improper transportation, storage, installation, extreme indoor conditions (extreme heat, dryness, or moisture), extreme sunlight, excessive wear and usage, or any other damage caused by the customer. Product quality variation or error that does not exceed the 5% industry standard is not considered a factory defect.

Exposure to excessive heat, dryness, or moisture may cause damage to the floors. It is natural, due to the inherent properties of wood that some minor contractions and expansions may occur. These occurrences and/or visual changes of the hardwood floors will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions.

FINISH WARRANTY

Lexfloor Inc. warrants to the original purchaser that the surface finish will not wear through or separate from the wood for the warranty period specified below, starting from the date of purchase, when used under normal residential traffic conditions, and as long as preventive maintenance and regular maintenance are followed.

For top layer thickness of 0.6mm to 1.0mm, Lexfloor Inc. offers 10 years against wear through on multi-layered engineered flooring.

For top layer thickness of 2mm to 4mm, Lexfloor Inc. offers 25 years against wear through on multi-layered engineered flooring.

Finish warranty excludes any surface check/splits caused by improper environment conditions, indentations, scratches, or surface damages caused by lack of proper maintenance, misuse, negligence, accidents, pets, spiked heel shoes (or shoes not under proper repair), water, wet mopping, erosion, pebbles, sand, other abrasives, and/or insufficient protection.

The surface wear must be readily visible and cover at least a full square inch of the surface area. Gloss reduction is NOT considered surface wear. All wood is natural, therefore there will be variances in color and wood grain, and wood flooring will naturally change in color after exposure to UV indoor or sunlight. This is NOT covered in the finish warranty.

Warranty Exclusions:

- Improper storage, handling or installation of flooring. Squeaking and/or cracking by any cause other than the miss-manufacture of the flooring.
- Man-made or natural disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.
- Any problems to the wood relating to sub floor moisture emissions, or adhesive bond issues
- Any damage to the wood flooring related to excessively humid or excessively dry environmental conditions
- Improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, subfloor material, fasteners, patching or leveling compounds. These situations are considered to be part of the installation inspection process prior to installing the flooring. Do not install flooring if these situations exist.
- Insect infestation after shipment from the factory.

- Neglect or abuse including, but not limited to, not taking proper precautions to protect furniture legs and feet with felt protectors, dirty or improper casters, moving heavy objects without a dolly and/or protective plywood beneath.
- Damage from spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, foot traffic or other unusual conditions.
- Falling objects which can dent or fracture the flooring and finish.
- Moisture infiltration from sidewalls or from any surface other than through the subfloor.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finish (by the owner or installer) including, but not limited to, refinishing, recoating or cleaning and maintenance products.
- Normal color variations and natural characteristics of real wood products discovered AFTER the flooring is installed.
- The normal wearing of the finish in high traffic areas, pivot points, and seating areas. Gloss reduction is not considered wear through, and therefore is not covered under the finish warranty.
- Any damage to the flooring surface due to application of adhesive tape for any reason

Additional Terms of the Warranty the foregoing sets forth Lexfloor Inc. sole obligations and liability under the Warranty. The Warranty is an exclusive remedy and is in lieu of all other express and/or statutory warranties. Lexfloor Inc. disclaims all warranties not expressly set for the above.

Lexfloor Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with Lexfloor Inc. Lexfloor Inc. shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state.

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