

WARRANTIES

LAMINATE





25 YEARS LIMITED RESIDENTIAL WARRANTY ON LAMINATE FLOORING FINISH

Beaulieu Canada warrants to the original purchaser of its laminated flooring products ("products") that the decorative layer will not wear through, stain or fade from sunlight or artificial light for a period of twenty-five (25) years. The warranty period runs from the date of purchase and covers only product used under normal residential conditions.

This warranty or parts thereof may be subject to restrictions and limitations, excluding those generally accepted by the industry to not apply to laminate flooring.



7 YEARS LIMITED COMMERCIAL WARRANTY ON LAMINATE FLOORING FINISH

****PLEASE CONTACT YOUR TERRITORY MANAGER TO
HAVE YOUR PROJECT PRE-APPROVED FOR WARRANTY***

Beaulieu Canada warrants to the end-user purchaser of its laminate flooring product ("product") that the surface finish will not wear through, stain or fade from sunlight or artificial light for a period of seven (7) years under conditions of moderate commercial traffic (less than 500 persons per day) and for a period of three (3) years under conditions of *heavy commercial traffic (500 to 1,000 persons per day) from the date of purchase subject to restrictions and limitations set out below.

The flooring should be installed only in indoor areas with moderate traffic such as: private offices, hotel guest rooms, meeting rooms, etc.

*Heavy traffic areas such as hotel or school corridors, auditoriums, classrooms, general offices, boutiques, restaurants.

*Please note we recommend contacting your territory manager for pre-approval, otherwise the suitability of the product for the project becomes the responsibility of the owner or installer.

Other than the designation of the limited commercial warranty period, this warranty is still subject to limitations, exclusions and procedures, excluding those generally accepted by the industry to not apply to laminate flooring.

These warranties only apply to products intended for installation in non-commercial residential premises (single-family homes, condominiums, townhouses, etc.). Exception: 7 year Commercial Warranty on our Laminate Products listed on the previous page. If a defect covered by these warranties appears during the warranty period, Beaulieu Canada will, at its option, repair or replace the defective product. Labour costs for removal and reinstallation of product are not included.

These limited warranties do not include the cost of moving furniture or other heavy objects. The owner is responsible for providing a clear floor area to allow warranty repair work to be carried out without hindrance. Replacement product is warranted for the remainder of the original warranty period.

EXCLUSIONS

The following are not covered under this warranty:

- damage to product resulting from improper storage, handling or installation;
- damage caused by accidents, abuse or natural disasters such as standing water, water leaks, fire, flood, earthquake;
- damage from neglect, pets, pebbles, other abrasives, insects, spike-heeled shoes, improper maintenance (including use of cleaning products other than those recommended by Beaulieu Canada);
- damage resulting from poor or defective workmanship or materials in the construction of the subfloor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular subfloor surface or voids in the subfloor;
- damage from impact of falling objects;
- damage resulting from excessive moisture or dryness from any source or cause;
- normal wearing of the finish in high traffic areas, pivot-points and seating areas;
- construction traffic abuse to the surface of the flooring;
- damage resulting from application of finishes other than Beaulieu Canada finishing products – including refinishing or recoating.

LIMITATIONS

The following limitations and conditions also apply:

- all preventive and regular maintenance prescribed by Beaulieu Canada must be followed. Contact your dealer or Beaulieu Canada for details. Please have your invoice ready to identify your product;
- variations in both colour and visual features are normal characteristics of real wood products and do not constitute defects;
- change in surface gloss in traffic areas is normal and not covered by this warranty;
- industry standards allow a maximum 5% irregularity in production. Such defect may be manufacturing or natural. Concerns about the grade should be directed immediately to the place of purchase for review by Beaulieu Canada. Should there be any indication that a piece of flooring may be defective as to manufacturing, factory finish or grade do not install the piece;

- prior to starting installation, the moisture level of wooden subfloors must be between 6% and 12% and the difference between the subfloor and flooring material must be less than 4%. When applicable, moisture content of concrete subfloors must be < 3%;
- problems caused by water from broken pipes, flooding, excessive subfloor moisture content or excessive relative humidity in the area of the installation are not covered by this warranty;
- with Natural products, change in colour from regular exposure to sunlight will occur and is not a defect – area rugs should be moved at intervals to limit colour contrast between covered and uncovered floor surfaces;
- white stains and pastel colours will amber more quickly than other finishes – this is normal wear and not a defect;
- damage resulting from insufficient or excessive humidity levels will not be covered. Wood flooring is a natural product and will shrink in the winter from the dry heat and expand in the summer from the humidity. Always maintain a humidity level of 40% to 60%. This may require a humidifier in the winter and a dehumidifier in the summer;
- these warranties do not apply to any product designated as off-goods including, but not limited to, economy grade, rustic grade, cabin grade, second quality, specials or non-standard items. Products so designated are sold 'AS IS';
- Beaulieu Canada reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If original product or colour is no longer available, Beaulieu Canada may substitute reasonably comparable products.

GENERAL

These warranties apply only to the original purchaser and to flooring in its original installation, and are not transferable. Ensure you keep your original receipt as proof of purchase. If a problem appears which is covered by these warranties, the original purchaser should contact the dealer immediately and describe the problem.

The consumer and installer are responsible for final inspection and approval prior to permanent installation. Before installing, lay out the flooring, blending the planks from several cartons to determine optimum appearance. Beaulieu Canada is not responsible for labour costs to replace visibly defective product after installation.

No person other than a Beaulieu Canada claims department representative is authorized to accept or refuse a warranty claim. No person is authorized to waive or modify the terms of this warranty. Beaulieu Canada reserves the right to designate a representative to inspect the floor and remove samples for analysis prior to accepting or refusing any claim. No repairs (except for urgent and necessary repairs) may be made until after such inspection or until Beaulieu Canada indicates that such inspection is not required.

LIMITATION OF IMPLIED WARRANTY

The duration of any implied warranty including, without limitation, implied warranties or merchantability or implied warranties of fitness are expressly limited to the duration of the applicable warranty period. Some Canadian provinces and U.S.A. states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCLUSION OF CONSEQUENTIAL DAMAGES

Beaulieu Canada hereby excludes coverage of all consequential damages of any kind resulting from the breach of these warranties or from any failure to perform under the terms of these warranties including, without limitation, any damage to the building in which the flooring is installed or to the property contained therein, any injuries sustained by any person or any economic losses, commercial losses, loss of time, loss of use of the building or incidental charges such as telephone, travel or lodging expenses. Some Canadian provinces and U.S.A. states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The warranties described above are the sole and exclusive warranties provided by Beaulieu Canada. Beaulieu Canada expressly disclaims all other express warranties, whether oral or written, and Beaulieu Canada is not responsible or liable for any promises, representations, commitments or agreements made by employees, agents or representatives of Beaulieu Canada which are not in accordance with the warranty above.

These warranties give you specific legal rights and you may also have other rights which vary from province to province (state to state in the U.S.A.) these warranties do not modify or limit those rights but shall run concurrently with them.

CANADA ONLY: Any provision of this warranty which is incompatible with some public order legislation will not invalidate the remaining provisions of these warranties. Some legislation may forbid restrictions upon warranties granted by law. In cases covered by such legislation, these restrictions do not apply.

The warranty terms set out above apply to all products sold after September 1st 2007 and replace all previous warranties.

For complete warranty details refer to the Beaulieu Canada web site:

www.beulieucanada.ca