

PART I – OUR PROGRAMS
WARRANTIES
US FLOORS ENGINEERED HARDWOOD



WARRANTIES – NAVARRE & CASTLE COMBE

Lifetime Residential Limited Wear Warranty

The finish of the Navarre & Castle Combe planks (referred to below and on subsequent pages as “the material”) is warranted by US Floors, Inc. not to wear through under normal use for the life of the product. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

The material must be installed properly and according to US Floors’ installation instructions.

- 1.** Proper flooring installation includes, but is not limited to the following:
 - a) A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b) When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture metre, or a pin/probe metre. When using a Calcium Chloride Test, the result must not exceed 3 lbs (1.4 kg). per 1000 sq.ft (92.9 m²). in a 24 hour period.
 - c) A polyethylene film vapour barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
 - d) If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 ± 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 =/- 0.02 g/cm on a dry content of 48 ± 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
- 2.** The material must be used only indoors in a dry, climate controlled area.
- 3.** The material must be maintained in accordance with US Floors maintenance instructions.
- 4.** This limited warranty does not apply to water damage of any kind.
- 5.** This limited warranty does not apply to damage caused by water or moisture in the subfloor, walls, or underneath the material, including but not limited to damage from subfloor 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 under the floor or invading through the walls.
- 6.** This limited warranty does not apply to USFloors mouldings and trims.
- 7.** Installation of material that contains any manufacturing defect is not covered by this limited warranty.

WARRANTIES – NAVARRE & CASTLE COMBE (CONTINUED)

The finish of the floor planks are warranted by USFloors, Inc. not to wear through under normal light and medium commercial use for a period of five (5) years from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms
- Hotels: Guest Rooms, Conference/Meeting Rooms
- Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- Institutional and Light Industrial: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls

This 5 year limited light/medium commercial wear warranty is made subject to the following conditions:

- 1.** The floor must be installed properly and according to USFloors' installation instructions. Proper installation includes, but is not limited to the following:
 - a) A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b) When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture metre, or a pin/probe metre. When using a Calcium Chloride Test, the result must not exceed 3 lbs (1.4 kg) per 1000 sq.ft. (92.9 m²) in a 24 hour period.
 - c) A polyethylene film vapour barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
 - d) If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 ± 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 ± 0.02 g/cm on a dry content of $48 \pm 1\%$ (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
- 2.** The flooring must be used only indoors in a dry, climate controlled area.
- 3.** The flooring must be maintained in accordance with USFloors maintenance instructions.
- 4.** This limited warranty does not apply to water damage of any kind.
- 5.** 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 (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 under the floor.
- 6.** This limited warranty does not apply to USFloors mouldings and trims.
- 7.** Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

WARRANTIES – NAVARRE & CASTLE COMBE (CONTINUED)

The Navarre & Castle Combe planks are warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, US Floors will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the material. Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the material. Should a problem attributable as a manufacturing effect develop after the material is installed, the cost of labour for repair will be covered by this warranty.

Warranty Coverage: Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labour since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable as a manufacturing defect develop after material is installed, the cost of labour for repair will be covered by this warranty.

The limited wear warranty does not cover:

- 1.** Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
- 2.** Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks, or humidity levels above or below those recommended.
- 3.** It is normal and expected for there to be colour variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, colour inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- 4.** Manufacturer makes no guarantee that US Floors' products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- 5.** Inherent variations that are consistent with those of a natural product to include pattern, colour, and granule size do not indicate defective material.
- 6.** Noncompliance with installation instructions and maintenance guidelines as recommended by US Floors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. Failure to apply protective coating in accordance with manufacturer's guidelines may result in irreparable damage to the cork. Such damage is not covered.
- 7.** Cracking, warping, soiling, fading, improper maintenance, or abuse caused by items such as roller skates, golf shoes or pets.
- 8.** Floor covering installed in inappropriate locations is excluded from this warranty.
- 9.** Exposure to UV light and sunlight will cause discolouration to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven colouration. To minimize this, furnishings and floor coverings should be moved periodically.

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

WARRANTIES – SIMPLY NATURAL EXOTICS

The finish of the floor plank is warranted by US Floors, Inc. not to wear through under normal use for a period of twenty five (25) years from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser.

THIS 25 YEAR LIMITED RESIDENTIAL WEAR WARRANTY IS MADE SUBJECT TO THE FOLLOWING CONDITIONS:

- 1.** The floor must be installed properly and according to US Floors' installation instructions. Proper installation includes, but is not limited to the following:
 - a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture metre, or a pin/probe metre. When using a Calcium Chloride Test, the result must not exceed 3 lbs. (1.4 kg) per 1000 sq.ft (92.9 m²) in a 24 hour period.
 - c. A polyethylene film vapour barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
 - d. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 ± 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 ± 0.02 g/cm on a dry content of 48 ± 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
- 2.** A moisture test must be performed to determine if excessive moisture exists in the subfloor.
- 3.** When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture metre, or a pin/probe metre. When using a Calcium Chloride Test, the result must not exceed 3 lbs. (1.4 kg) per 1000 sq. ft (92.9 m²) in a 24 hour period.
- 4.** A polyethylene film vapour barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
- 5.** If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 ± 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 ± 0.02 g/cm on a dry content of 48 ± 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
- 6.** The flooring must be used only indoors in a dry, climate controlled area. The flooring must be maintained in accordance with US Floors maintenance instructions. This limited warranty does not apply to water damage of any kind.
- 7.** 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 (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 under the floor.
- 8.** This limited warranty does not apply to US Floors mouldings and trims.
- 9.** Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

WARRANTIES – SIMPLY NATURAL EXOTICS (CONTINUED)

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, US Floors will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

- 1.** Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labour for repair will be covered by this warranty.
- 2.** Warranty Coverage: Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labour since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable as a manufacturing defect develops after flooring is installed, the cost of labour for repair will be covered by this warranty.

The Limited Wear Warranty does not cover:

- 1.** Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- 2.** Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks/tiles or humidity levels above or below those recommended.
- 3.** It is normal and expected for there to be colour variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, colour inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- 4.** Manufacturer makes no guarantee that Natural Cork products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- 5.** Inherent variations that are consistent with those of a Natural Cork product to include pattern, colour, and granule size do not indicate defective material.
- 6.** Noncompliance with installation instructions and maintenance guidelines as recommended by Natural Cork. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. Failure to apply protective coating in accordance with manufacturer's guidelines may result in irreparable damage to the cork. Such damage is not covered.

WARRANTIES – SIMPLY NATURAL EXOTICS (CONTINUED)

- 7.** Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
- 8.** Floor covering installed in inappropriate locations is excluded from this warranty.
- 9.** Exposure to UV light and sunlight will cause discolouration to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven colouration. To minimize this, furnishings and floor coverings should be moved periodically.

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.