



Laminate Lifetime Limited Residential Warranty

What the DeZign North America Laminate Flooring Limited Residential Warranty

Covers:

DeZign North America warrants that for life from the date of original purchase this laminate floor:

- Will not stain from normal household consumable items such as food or drink
- Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear)
- Will not fade as a result of direct sunlight or household lighting
- Will be free of manufacturing defects

Pre-installation warranty

It is the duty of the installer, whether professional or DIY (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, is off-grade or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable.

Moisture Warranty

DeZign North America warrants the laminate flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from normal household spills resulting in discoloration or structural decomposition. The Moisture Warranty does not cover flooding, standing water, leaking pipes, household mechanical failures, appliance leaks or pet urine.

Radiant Heat (Underfloor) Installation

We warrant to you (the original purchaser) that DeZign North America Laminate may be installed over radiant-heated subfloors provided the surface temperature of the system does not exceed 81 degrees Fahrenheit (27 degrees Celsius), and the relative humidity levels are maintained between 35% and 55%. This warranty, however, does not cover electrical floor heating systems.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat

be applied in a gradual manner after installing the laminate flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

What you should do if any of the above listed problems occur:

The original residential purchaser should notify their authorized Dezign North America dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of this limited warranty. The original residential purchase must present to that Authorized Dezign North America dealer the following items for a limited warranty claim to be considered:

- A valid proof of purchase in the form of sales receipt which establishes proof of purchase;
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

What Dezign North America will do:

If Dezign North America honors a claim under this limited warranty, it will authorize repair or replacement at the pro-rated percentage cost of the material. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on a Dezign North America product warranted for 15 years, then Dezign North America will pay 80% (12/15th) of the material.

If professionally installed by a certified laminate installer, Dezign North America will pay the reasonable labor costs to perform the replacement or repair during the first 3 years from the date of the original purchase. No labor is included for claims later than 36 months after original purchase.

Dezign North America US Office

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LIMITATIONS AND EXCLUSIONS:

If the original design/color/style is no longer available, Dezign North America reserves the right to substitute another Dezign North America design of similar structure and value from which the consumer may select.

This warranty does not apply to any product or products designated or sold as "B" grade, cabin grades, seconds, closeout or non-standard items. This warranty does not apply to any product or products designated or sold "As Is".

This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the house for which was originally installed. The affected area must be visible and cover an area greater than one square inch. The flooring must be installed in accordance with Dezign North America recommended installation instructions. This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse;
- Extreme heat or cold;
- Scratching, impact or cutting;
- Improper workmanship or installation not in accordance with Dezign North America installation instructions;
- Improper maintenance;
- Improper fabrication;
- Freight damage;
- Damages by acts of God;
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from sub floor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters;

- Planks coming apart at the seams because they have been engaged/disengaged more than three times;
- Installation cost of flooring that contains any manufacturing defect is not covered by this warranty.

Dezign North America excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

Dezign North America assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Dezign North America reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. Dezign North America may repair, refinish or replace any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to Dezign North America's optional inspection will void this warranty. No installer, retailer, agent or employee of Dezign North America has the authority to increase or alter the obligations or limitations of this warranty.