WARRANTY CONDITIONS WOOD FLOORING

OVERVIEW

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(1) Stagnating water

(2) A commercial warranty for areas and applications which are not covered by the standard commercial warranty, or a specific project warranty, can simply be requested by contacting the Technical Services department at Unilin: technical.services@unilin.com
For commercial applications, the water resistance - and click warranty period are limited to the duration of the commercial warranty

(3) Until first refinishing

(4) Limited to 65 years

This warranty is valid on the Quick-Step wood references as specified above and on the corresponding Quick-Step / SmartFinish accessories, namely underlays, skirtings and profiles.

WARRANTY PERIOD AND VALUE

The duration of this warranty is dependent on the concerned wood flooring and, on the purposes it is used for, as indicated in the table above.

The term "residential applications" shall be understood as: the use of the wood floor as a floor covering in a private residence that is used for private purposes only.The date of purchase is the invoice date.

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The original purchase invoice duly dated and carrying the distributor's or retailer's stamp, will need to be submitted. The original invoice should clearly indicate the product type and quantity.

SCOPE

1. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation and under the angle of light reflection. 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 bv, 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.

2. "INSTALLATION IMPLIES ASPECT ACCEPTANCE"
No warranty will be offered for appearance claims once the product is installed.
The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.

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 the delamination of the toplayer.

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

5. Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.

6. Product-typical variances, such as change of colour due to light conditions, deformations or formation of cracks due to ambient climate are also excluded from this guarantee.

7. The damage to the product must be evident, measurable, per product unit (panel, accessory, etc.) at least one cm^2 per product unit (panel, accessory, etc.), 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. The protective material needs to be replaced with new ones if needed. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels type "W" according to EN 12529 and/or an adequate protective mat or protective castor cups must be put under this furniture's feet. It is allowed to use a vacuum cleaner with soft edges and soft wheels on your wooden floor.

GENERAL CONDITIONS

The statutory warranty in the country or state of purchase has unlimited application to the above mentioned products and all Quick-Step / SmartFinish profiles and Quick-Step / SmartFinish wall-bases and Quick-Step / SmartFinish underlays.
Unilin BV, division Flooring warrants, from the date of purchase, that the products of Quick-Step as specified above are free from manufacturing or material defects.
Our flooring strictly meets standards EN14342 and EN13489 and is covered by residential and commercial warranties.

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

1. The general Quick-Step 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" either, an individual written warranty must be requested from the manufacturer.

2. The Quick-Step product must be installed following the Quick-Step installation method using the approved Quick-Step / SmartFinish accessories.
The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions.
Detailed instructions can be found on our website www.quickstep.com and/or packaging.
The QR code which can be found on the packaging of your product, or in each individual accessory packing, guides you to the latest update. If the instructions are not there, they should be requested from the retailers or from the distributor or from the manufacturer or they can be consulted at www.quickstep.com. The customer / fitter must be able to provide proof that only the recommended Quick-Step / SmartFinish accessories were used to install the wood floor (identifiable from the Quick-Step / SmartFinish 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.quickstep.com) must be provided to the end-user by the installer.

3. 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.

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

5. The floor may not be installed in damp and/or humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as saunas).

6. Cooking islands for kitchens and other very heavy objects (like build-in cabinets, ...) should not be fixed / screwed or placed on top of the floating wood floor. The floating wood floor must be able to move around the heavy objects to avoid open joints and separating planks. The dilatation gap size must be respected around the complete perimeter of the installation, including all heavy / fixed objects.

7. Moisture and/or water spills left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed immediately on all non-water resistant Quick-Step wood floors. Cleaning efforts involving too much water and making the subfloor and/or underlay wet and/or the use of inappropriate cleaning products must be avoided at all times.
Inappropriate cleaning products can create a film on your floor that attracts dirt and/or is difficult to remove.

8. This warranty does not cover:
   - Damage caused during storage, handling or other treatment before installation.
   - Installation error.
     The Quick-Step product must be installed following the Quick-Step installation method using the approved Quick-Step / SmartFinish accessories. Only Quick-Step / SmartFinish approved underlays can be used for the wood flooring system to be covered by this extra-legal warranty.
   - 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. Relevant ambient factors, the duration and the intensity of use of the product must be taken into account to determine whether the wear is abnormal.
   - All damages caused by natural disasters (i.e. flood), naturally occurring conditions, ...
   - Damages caused by accidents (i.e. plumbing failures, pet urine, leaking dishwashers, or other corrosive or abrasive substances) or water/humidity in and between the subfloor and the floor covering.
   - Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc. In case of the presence of water and/or moisture on the floor and/or around the skirting boards, this must be removed immediately, except for the water resistant Quick-Step wood floors: see further.
   - Exposure to extreme temperature and relative humidity variations. (See Quick-Step Wood installation instructions for acceptable ranges)
   - Damages caused by inappropriate cleaning products.
   - Damages caused by improper maintenance:

     ✓ For Quick-Step wood floors with water resistance warranty, wet maintenance is allowed.
     ✓ For Quick-Step wood floors with water resistance warranty, the use of a steamcleaner is allowed if there's no steam directly coming on the wood floor. So it must always be used with an appropriate cloth on the steam opening, which guarantees also an homogeneous heat and steam distribution. It is also important to take care to hold the apparatus not too long on the same place and clean the floor in the length direction of the design.

"WOOD FOR LIFE" WARRANTY & WATER RESISTANCE WARRANTY

1. "Wood for Life" Edge Protection:
Provides a warranty on build-up of residue dirt along the edges of Quick-Step products due to maintenance over the years.

2. "Wood for Life" Surface Protection provides a warranty:
on pollution of the surface structure of the lacquered Quick-Step products.

3. "Wood for Life" Water resistance warranty:
This water resistance warranty applies for installations in wet areas. Product failures in these areas are under warranty if all installation instructions and the general warranty conditions are fulfilled. (see above)

4. "Wood for Life" warranty conditions:
Are valid in case of normal residential use with proper maintenance.
Apply to the original surface finishing and expires in case of excessive wear or the need to refinishing the floor.

5. 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) or rooms with build-in drains like showers.

6. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed within the indicated timeframe in the warranty table. All expansion gaps must be filled with a very compressible PE foam (NEFOAMSTRIP20) and sealed with an elastic waterproof transparent paste (QSKITTRANSP) according to the installation instruction. Wall bases, profiles and door trims must be sealed on top of NEFOAMSTRIP20 compressible foamstrip along the walls and along the flooring. Non-water resistant wall bases must also be sealed with Hydrokit sealant along the flooring and the skirtings.
Exposed Hydrokit sealant and Foamstrip need to be checked on a regular basis (3 years) to ensure a watertight finish without mechanical damage.

7. The water resistance warranty excludes damages caused by natural disasters (i.e. floods), naturally occurring conditions/accidents (i.e. plumbing failures, pet urine, leaking dishwashers or other corrosive or abrasive substances) or water/humidity between the subfloor and the wood floor.

COMMMERCIAL WARRANTY

The term “commercial applications” shall be understood as: the use of the wood floor as a floor covering in non-residential premises, including but not limited to hotels, offices, shops, schools and common areas of multi-housing buildings.

The duration of the commercial warranty is dependent on the concerned wood flooring and on the purposes it is used for. The "Wood for Life", water resistance and click warranty are valid according to the table above but limited to the duration of the commercial warranty.

This commercial warranty:

- is valid for indoor commercial applications inside buildings under all of the above mentioned conditions.
- includes but is not limited to hotels, offices, shops and stores.
- does not apply to areas that have heavy traffic/rolling loads and immediate access to street traffic.

In addition to this, metal Quick-Step / SmartFinish profiles must be used for commercial applications.

Please contact the Technical Services department at Unilin: technical.services@unilin.com for a custom-made warranty if you have a doubt about the areas and applications which are not covered by the standard commercial warranty.

We strongly recommend to contact your dealer or Unilin BV, 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.

LIABILITY

Unilin BV, 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.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For optimal service under this warranty please contact your local Quick-Step distributor who will be able to make the first investigation and find the appropriate solution. If the Quick-Step distributor cannot solve the problem, he/she will contact the manufacturer for further support. Only if the Quick-Step distributor cannot be reached, please mail in proof of purchase and description of claim to:

Unilin BV, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium

Tel. +32(56) 67 56 56 - aftersales@unilin.com

Unilin BV is registered in the Belgian companies register under number 0405.414.072.

Unilin BV, division Flooring shall be under no obligation or deemed to be in default for any delay or failure in performance resulting from Force Majeure. Force Majeure is understood to mean:

- The (unforeseen or unforeseeable) circumstances as a result of which the performance is fully or partially, whether or not temporarily, aggravated.
- The following cases: war, terror, terror threats, insurrection, riots, quarantine, general or partial strikes, lock-out, fire, operational accidents, machine breakdown, lack of means of transport, shortage of materials and/or raw materials, frost, epidemics, decisions or interventions by the government, fuel shortages, energy shortage, force majeure on the part of a supplier or subcontractor and errors or delays due to third parties.

UNILIN’S UNDERTAKING

Unilin BV, division Flooring, will repair or replace the product, at its option.
In the event 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.

Liability arising from this warranty is restricted to hidden defects.
These are defects that were not visible before or during the installation of the wood floor.
The cost of removing and replacing the material is borne by the purchaser.

Only if the product was originally professionally installed by a professional installer, reasonable labor costs may be considered as a gesture of goodwill by Unilin BV, division Flooring.
Unilin BV, division Flooring can never be held liable for any secondary damage.

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 BV, division Flooring is not liable for labor 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.