

LAMINATE WARRANTY GUIDE

25-YEAR LIMITED WARRANTY ON RESIDENTIAL LAMINATE FLOORING FINISH

Beaulieu® warrants to the original 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 25 years. Wear through is defined as a total loss of pattern for a minimum of two (2) square inches (13 cm²); loss of gloss is not considered wear through. The warranty period runs from the date of purchase and covers only products used under normal residential conditions. This warranty is for single-family owner-occupied residential installations only.

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

LIMITED WARRANTY ON COMMERCIAL LAMINATE FLOORING FINISH

PLEASE NOTE THAT BEAULIEU RECOMMENDS CONTACTING TECHNICAL SERVICES AT 800-944-2840 OR TEK.SERVICES@BEAULIEUGROUP.COM TO HAVE A PROJECT PRE-APPROVED FOR WARRANTY; OTHERWISE THE SUITABILITY OF THE PRODUCT BECOMES THE RESPONSIBILITY OF THE OWNER OR INSTALLER.

Beaulieu warrants to the original purchaser of its 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 and for a period of three (3) years under conditions of general commercial traffic from the date of purchase, subject to restrictions and limitations set out below.

- Areas that are considered as having moderate traffic include private offices, hotel guest rooms, meeting rooms, multi-housing common areas and hallways.
- Areas that are considered as having general traffic areas include hotel or school corridors and lobbies, auditoriums, classrooms, general offices, boutiques, restaurants, retail sales floors.

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

25-YEAR LIMITED WARRANTY ON MANUFACTURING DEFECTS

Beaulieu warrants to the original purchaser of its product that, if properly installed and maintained, the product shall remain free of manufacturing defects in milling, dimension, lamination or assembly for a period of 25 years.

NOTE: Industry standards allow a tolerance in quality variation not exceeding 5% of the total quantity purchased. Beaulieu will replace any defective material in excess of this tolerance excluding any labor or related costs. The owner is responsible for final inspection of the product before installation. If the owner hires a third party to install the product, the owner is responsible for that party’s judgment. Material already installed will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to restrictions and limitation.

GENERAL LIMITATIONS, TERMS AND CONDITIONS

Beaulieu laminate flooring carries the specific warranties listed above. The following terms and conditions apply to these warranties. For any questions regarding the warranty information, the consumer may contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

- 1. Installation.** Failure to follow the provided installation instructions may void the warranty. These instructions are located inside each box or can be obtained by contacting Technical Services at 800-944-2840 or tek.services@beaulieugroup.com, or visit our website at www.beaulieuflooring.com. Damage resulting from improper storage, handling or installation is not covered by this warranty as well as damage resulting from poor or defective workmanship. Beaulieu product must never be installed outdoors nor in bathrooms. Cabinets or kitchen island should not be installed on floating floors.
- 2. Visible defects.** Before and during installation, all planks must be inspected under sufficient lighting to detect any visible material defects. Under no circumstance should defective planks be installed. Beaulieu will not be held liable for labor costs related to the removal of these defective planks. Any defective planks must be put aside and the retailer must be informed in writing within 30 days, after which no further claim may be submitted. Beaulieu reserves the right to refuse a claim if the amount of defective planks is less than 5% of total install. Color and gloss variations resulting from adding material to an existing installation are not covered by this warranty.
- 3. Abnormal use.** This warranty does not cover products that have been put through abnormal use or conditions or abused in any way. This includes, but is not limited to, damage caused by standing liquid or water leaks, damage from falling objects, damage caused by dragging objects or furniture, rolling chairs or furniture, neglect, pets, high heel shoes, pebbles or abrasive materials, and improper maintenance. To prevent such damage, any spill should be wiped up immediately, pet's nails should be kept trimmed, protective pads should be installed on the feet of the furniture, and suitable mats should be used at all entryways.
- 4. Accidents and natural disasters.** This warranty does not cover any accidental damage to the product or any natural disasters that may damage the flooring. This includes, but is not limited to, damage from fire and smoke, floods, earthquakes, storms, broken pipes or any other plumbing related failures.
- 5. Climate.** This warranty does not cover damage to the product resulting from exposure to extreme heat or cold nor from extremely humid or dry conditions. Exposure to such conditions will void this warranty. Temperature levels must be maintained between 60 °F and 85 °F (15.5 °C and 29.4 °C) at all times while relative humidity levels must be kept between 35% and 65% at all times.
- 6. Subfloor and underlayment.** Problems resulting from improper subfloors or underlayment may void this warranty. Damages or noise (squeaking) resulting from excessive subfloor deflection, improper joist assembly, irregular subfloor or subfloors with voids will not be covered by this warranty. This warranty will not cover damage from water or moisture trapped underneath the floor. Humidity tests on wooden and concrete subfloors must be undertaken before installing the product. The maximum allowable humidity level for a wooden subfloor is 14% using a proper moisture meter. The maximum allowable moisture emission for concrete is 5 lb/1000 sq. ft. (2.27 kg/92.9 sq. m)/24 hours using the ASTM F1869 Calcium Chloride test method and any installation over concrete must include an

underlayment that contains a vapor barrier with a minimum of 6-8 mils (0.15-0.20 mm) thick polyethylene film.

7. **Care and maintenance.** Failure to properly maintain and care for the product may result in voiding this warranty. Prolonged exposure to liquids may damage the product; therefore, spilled liquids must be wiped up immediately. Cleaning with excess water or the use of inappropriate cleaners will void the warranty. This product must never be waxed, polished nor steam cleaned. Scratches caused by sand or grit will also not be covered.
8. **Second quality and clear-outs.** Only first quality goods are covered by this warranty. Products sold as second quality or as part of a promotion are considered sold "AS IS" and are not covered by Beaulieu's warranty.

GENERAL

These warranties apply only to the original purchaser and to flooring in its original installation, are prorated and are not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by these warranties, the original purchaser must contact the retailer within 30 days of detecting the issue to describe the problem.

Beaulieu 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 the original product or color is no longer available, Beaulieu may substitute reasonably comparable products.

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

No person other than a Beaulieu 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 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 ones, may be made until after such inspection or until Beaulieu indicates that such inspection is not required.

If a defect covered by these warranties appears during the warranty period, Beaulieu will, at its discretion, repair or replace the defective product. Labor 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. The replacement product is warranted for the remainder of the original warranty period.

PERCENTAGE OF COST REIMBURSEMENT

Unless otherwise noted, all warranties are prorated.

RESIDENTIAL 25 YEARS		COMMERCIAL 7 YEARS		COMMERCIAL 3 YEARS	
CLAIM REPORTED	% OF COVERAGE	CLAIM REPORTED	% OF COVERAGE	CLAIM REPORTED	% OF COVERAGE
1 ST YEAR	100%	1 ST YEAR	100%	1 ST YEAR	100%
2 ND YEAR	100%	2 ND YEAR	80%	2 ND YEAR	50%
3 RD YEAR	100%	3 RD YEAR	60%	3 RD YEAR	20%
4 TH YEAR	100%	4 TH YEAR	40%		
5 TH YEAR	100%	5 TH YEAR	20%		
6 TH YEAR	100%	6 TH YEAR	10%		
7 TH YEAR	95%	7 TH YEAR	5%		
8 TH YEAR	90%				
9 TH YEAR	85%				
10 TH YEAR	80%				
11 TH YEAR	75%				
12 TH YEAR	70%				
13 TH YEAR	65%				
14 TH YEAR	60%				
15 TH YEAR	55%				
16 TH YEAR	50%				
17 TH YEAR	45%				
18 TH YEAR	40%				
19 TH YEAR	35%				
20 TH YEAR	30%				
21 ST YEAR	25%				
22 ND YEAR	20%				
23 RD YEAR	15%				
24 TH YEAR	10%				
25 TH YEAR	5%				

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 states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

BEAULIEU DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. BEAULIEU SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE FLOORING PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY GIVES SPECIFIC LEGAL RIGHTS TO THE CONSUMER, WHO MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE. THE CONSUMER MUST KEEP THE ORIGINAL RECEIPT AS BEAULIEU REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.

HOMEOWNER OBLIGATIONS

To maintain the coverage under the terms of these warranties and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks of the laminate flooring product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the floor is installed according to Beaulieu Installation Instructions.
- Keep a list of products used to clean the flooring.

Please visit our website at beaulieuflooring.com for the most up-to-date version of this document as it may have been revised and updated since this printed version.

Installation Guide as well as Care and Maintenance instructions can also be found on our website at beaulieuflooring.com, or you may contact:
Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.