



## Lisbon Cork Limited 25 Year Residential Warranty

*Congratulations on the purchase of your beautiful new Lisbon Cork floor!* Lisbon Cork prefinished floors are crafted to meet the industry's highest quality standards and are carefully manufactured to ensure they are free of defects. Each board is meticulously inspected before and after the finishing process to make sure it complies with Lisbon Cork's unwavering standards. And because each board varies in color and grain, a Lisbon Cork floor is as unique as each discerning buyer who wisely selects it.

For installation and floor-care tips, please visit Lisbon Cork online at [www.lumberliquidators.com](http://www.lumberliquidators.com). Additional information can also be found at [www.nwfa.org](http://www.nwfa.org), the National Wood Flooring Association's website.

### WHO'S COVERED

As the original purchaser of your Lisbon Cork floor, you are covered by this warranty.

### TRANSFERABILITY

This warranty is not transferable.

### LENGTH OF COVERAGE

This limited warranty is valid from the date of purchase of the flooring up to 25 years for normal residential foot traffic or 25 years for commercial foot traffic.

### WHAT'S COVERED

Your Lisbon Cork floor is warranted against finish wear from normal household conditions resulting in the exposure of the bare cork.

It is also warranted against grading, finishing and milling defects in excess of the waste factor. Waste factor is an industry term that refers to an allowance for manufacturing and natural defects in flooring and is represented by a percentage. Accordingly, it is warranted that no more than 5% of the total square footage of your purchase will exhibit any manufacturing or natural defects.

### WHAT'S NOT COVERED

**Moisture (or Lack of Moisture):** Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as warping, buckling, peeling, edge swelling, or gapping.

**Other Site and Environmental Conditions:** Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care instructions on Lisbon Cork Installation Instructions are not covered.

**Gloss reduction:** Fading or loss of gloss is not finish wear and not a product defect.

**Within the waste factor:** Defects in flooring that does not exceed the waste factor are not covered under this warranty. Consequently, it is a good rule of thumb to add the applicable percentage above to your total square footage when ordering your floor.

**Poor Installation:** For example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage are not covered. Additionally, damages caused by any advice or instructions that conflict with Lisbon Cork's installation instructions and the National Wood Flooring Association's guidelines (regardless of the source) are excluded from this warranty.

**Non-Traditional Installations:** For example, intricate patterns, installations on walls or ceilings and usages for purposes other than flooring (like furniture or countertops) void this warranty.

**Planks Installed with Visible Defects:** If you see any board with defects DO NOT install it. This includes visible manufacturing, natural or other defects.

**Natural Cork Characteristics:** Cork flooring is a natural product. As a result, it may change as a result of the conditions to which it is exposed including seasonal and environmental factors. Seasonal gapping due to the wood's expansion and contraction in heating and non-heating seasons may occur. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural wood variations from board to board, like differences in grain, color, and tone may exist. Issues relating to these natural cork characteristics are not covered under this warranty.

**Color and Shade Variations:** New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other wood products (such as cabinets, stair railings, trim and moldings) due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.

**Odd Lots & Third-Party Purchases:** An odd lot is flooring that is discounted because it did not pass our rigorous inspection process and is not covered under this warranty. Additionally, only purchases made directly from Lumber Liquidators in store, online or by phone are covered by this Lisbon Cork Warranty.

**Special, Indirect or Consequential Damages:** Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

## HOW TO MAINTAIN YOUR WARRANTY

**Follow the Pre-Installation Requirements:** Prior to installing a single board, you or the installer must determine the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. Just a few of these standards state:

- You must comply with all applicable environmental and building codes, regulations and laws.
- Your installation area and subfloor must be dry, stiff and flat within industry standards. Also, use a moisture barrier according to the installation instructions and acclimate your flooring to the area where it is being installed.
- Your installation area must be between 60° to 85° Fahrenheit with a relative humidity between 35% and 75% for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance.

**Inspect All Planks for Visible Defects:** Planks installed with visible defects are not covered under this warranty. Accordingly, before installation, you and the installer should examine all planks to ensure they are satisfactory. If any planks are unacceptable due to color, finish, milling or any other reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.

Plan on being present during installation to ensure that all required procedures are completed and planks with visible defects are not installed. It is important to inspect individual planks and to frequently step back to observe the "whole picture" before installation is completed. If you're not present during the installation, you are responsible for the installer's judgment in board selection and placement. It is the responsibility of the owner to ensure that the product delivered is the product that was selected.

If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased or call us at 1-800-427-3966.

**Touch-ups During Installation:** If you or your installer use stain, filler or putty stick for touch-up during installation, they are considered normal practices and procedures in regard to this warranty.

**Follow the Lisbon Cork Installation and Care Instructions:** It is your, or the installer's, duty to make sure the installation requirements found at [www.lumberliquidators.com](http://www.lumberliquidators.com) are strictly followed. Care instructions can also be found on the Lisbon Cork installation instructions.

## WHAT WE WILL DO

If any portion of your floor should fail with respect to this warranty, we will provide a store credit for the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor) in excess of the applicable waste factor mentioned in "What's Covered." Unless another resolution is agreed to in writing, a store credit is the sole remedy under this warranty and can be used for store product purchases only. There is no guarantee that the same or a similar product to the original flooring will be available at the time a store credit is issued.

We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

AS HIGHLIGHTED IN THE "WHAT'S NOT COVERED" SECTION, UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. FURTHER, UNDER NO CIRCUMSTANCES WILL OUR LIABILITY ARISING OUT OF OR RELATING TO THE PURCHASE OF YOUR LISBON CORK FLOORING EXCEED THE TOTAL SUM PAID BY YOU FOR THE FLOORING AT ISSUE.

## HOW TO FILE A WARRANTY CLAIM

Just visit the store where you purchased your floor, call us at 1-800-427-3966, or follow the email instructions at [www.lumberliquidators.com](http://www.lumberliquidators.com). Claims must be submitted within ninety (90) days of the date that the problem with the floor is first discovered.

## YOUR RIGHTS

The terms above represent the sole and exclusive warranty with regard to your Lisbon Cork flooring. WE DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY SUCH WARRANTIES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. We maintain the exclusive right to alter the obligations and limitations of this warranty.

The Lisbon Cork Warranty is provided by Lumber Liquidators, Inc., 3000 John Deere Road, Toano, Virginia 23168.

