

Lumber Liquidators Product Quality Frequently Asked Questions

- 1. Q: Did the Consumer Product Safety Commission (CPSC) just announce a mandatory product recall of Lumber Liquidators' laminate flooring?**

A: No. The CPSC did not announce a mandatory product recall.

Lumber Liquidators and the CPSC agreed to a “recall to test”, which is the term the CPSC uses to describe a testing program. In this case, Lumber Liquidators agreed to continue the in-home air quality testing program we began in May 2015 for consumers who purchased our Chinese-made laminate flooring between February 2012 and May 2015.

Click [here](#) to view the CPSC’s Frequently Asked Questions about our agreement.

Through our testing program, **we have tested over 1,600 floor samples, without one testing above the CPSC’s remediation guidelines.**

If you have our Chinese-made laminate floors in your homes and would like to order your free test kit, you can do so [here](#).

- 1. Q: I’m glad to hear that Lumber Liquidators’ “Recall to Test” program does not require anyone to remove or replace their laminate flooring. Still how do I know that your products are safe?**

A: First and foremost, we believe that every product Lumber Liquidators currently sells is safe and meets all safety and regulatory standards. In 2015, questions were raised about a small number of our products, specifically certain laminate flooring products sourced from China. Since then, however, no government agency has declared that the flooring in question needs to be removed or returned. In fact, we have worked with over 32,000 consumers to test formaldehyde levels in their homes, and have tested over 1,600 planks of our customers’ flooring. None of those tests have found formaldehyde emission rates above the CPSC guideline.

No government agency has raised questions about the safety of any of our other products, including bamboo, hardwood, tile, vinyl, engineered flooring, or laminates sourced from other countries.

- 2. Q: Why is there still a perception by some in the public that your products may not be safe?**

A: Lumber Liquidators is committed to ensuring its products meet state and federal health, safety, and sustainability standards, including California Air Resources Board (CARB) standards and Lacey Act requirements. We have worked diligently to cooperate with inquiries into our products. We have resolved issues with CARB without an acknowledgement of wrongdoing, and the Centers for Disease Control (CDC) completed its investigation of these products without a recommendation that customers remove their floors. In an abundance of caution, we halted sales of the Chinese-sourced laminate products reviewed by these regulators in May 2015. We have worked with over 32,000 consumers to test formaldehyde levels in their homes, and have tested over 1,600 planks of our customers’ flooring. None of those tests have found formaldehyde emissions above the CPSC guideline. Lastly, we overhauled our compliance and quality processes to make sure we continue to lead the industry.

We stand by the safety of every product currently sold in our stores, including bamboo, hardwood, tile, vinyl or engineered flooring products.

3. Q: Are the products I read about in the news still in the marketplace?

A: No, they aren't. We voluntarily stopped selling Chinese-sourced laminate products in May 2015, and it has all been removed from our inventory.

4. Q: What should I do if I have Chinese-sourced laminate flooring from Lumber Liquidators that I'd like to have tested?

A: Lumber Liquidators has voluntarily implemented a customer in-home air testing program to ensure that customers who purchased laminate flooring prior to May 2015 are confident in the laminate flooring they purchased. If you installed laminate flooring from Lumber Liquidators prior to May 7, 2015, please visit <https://www.lumberliquidators.com/ll/testkit> to check if your laminate flooring qualifies for a free indoor air quality test kit. If you have other concerns regarding the laminate flooring you purchased from Lumber Liquidators prior to May 7, 2015, please contact our Customer Care team through our online form at <http://www.lumberliquidators.com/ll/contact-us/request>.

5. Q: What steps did you take once questions were raised about Lumber Liquidators' Chinese-sourced laminate products?

A: After concerns were initially raised regarding the Chinese-sourced laminate flooring, we immediately initiated a voluntary air quality testing program, which continues today. We also halted sales of the products in May 2015.

6. Q: Have any government agencies ordered that Chinese-sourced laminate flooring be replaced?

A: No, no government agency has recommended that consumers replace their Lumber Liquidators laminate flooring. The CDC, in particular, encouraged people who are concerned about their floors to take common sense steps such as opening windows in their home, recommendations that we support. If you'd like to learn more about the CDC's recommendations, you can see their fact sheet [here](#).

7. Q: Are there safety concerns about any of Lumber Liquidators' other products?

A: No, no questions have been raised about any of Lumber Liquidators' other flooring products, including bamboo, hardwood, tile, vinyl, or engineered flooring. We have also ceased purchasing laminate products from China. We are confident that our products are safe and comply with all applicable quality and environmental standards.

8. Q: What are you doing to ensure that going forward this won't happen again?

A: From hardwood to laminates, we're investing more than ever to ensure the safety and quality of all of our products. As America's long-trusted name in hardwood flooring we won't rest until we've done everything possible to meet your highest expectations.

9. Q: How does Lumber Liquidators ensure that its sustainability and compliance efforts meet or exceed industry standards?

A: We recognize the need to continuously raise the bar and improve our operations. We work with third-party subject matter experts, as well state and federal government agencies, as we

continue to enhance our internal processes to better reflect our values and the expectations of our stakeholders.

In 2015, we began to systematically enhance our compliance and sustainability practices everywhere we do business. We hired Jill Witter, a skilled and experienced senior executive, as our company's Chief Compliance Officer (CCO). Jill reports directly to our CEO, John Presley, and has led a team of professionals through an intensive evaluation of our policies, our processes and our supply chain. This included reorganizing our company to better align our processes with our commitment to quality and safety.

We are implementing a four-part compliance program that includes: 1) Risk-based assessments; 2) Vendor validation; 3) Purchase order reviews; and 4) Auditing and monitoring. Each of these is explained in more detail in questions below.

10. Q: What are “risk-based assessments”?

A: Risk-based assessments are conducted of every supplier and product purchased, including in-person audits at every supplier's place of business conducted by a member of the Lumber Liquidators team or a third-party auditor with specialized industry expertise. These specifically look into species use, supplier history and connection to sourced product, legality and corruption concerns associated with the region and supplier, and relative market price for goods. These assessments are underway, with priority areas having already been completed. Risk-based evaluations for every supplier will be completed no later than March 1, 2017.

11. Q: What is “vendor validation”?

A: Vendor validation and evaluation are conducted to determine whether each vendor is capable of meeting Lumber Liquidator's standards. The procedures include: a risk assessment as described above; a sample purchase order-level evaluation; an in-person audit by an employee or third-party auditor with specialized industry experience..

12. Q: What are “purchase order reviews”?

A: Reviews are conducted of every purchase order to ensure that Lumber Liquidators can establish an unbroken and verified chain of custody from the company back to the product's source at the forest level. The review catalogues all documentation showing the harvest location, harvest legality, and chain of custody for timber used to fulfill each purchase order. Among other requirements, the company reviews relative market and offer prices and determines whether the supplemental documentation has been previously used and ensures it is internally consistent. The company also ensures that the documentation is reviewed by an individual familiar with the language in which the documentation is written.

13. Q: What do you mean by “auditing and monitoring”?

A: We audit and monitor the supply chain using internal and/or third-party resources, which will include field and desk audits to verify that company requirements are being met, identification of necessary corrective action, and ensuring that ongoing monitoring is incorporated into the company's activities. Additionally, we exercise an open door policy for employees to report any issues to their supervisors or human resources department. We also maintain a whistleblower hotline via both telephone and internet which permits employees to anonymously report any

issues or concerns that they may have. The hotline information is posted in all of our locations as well as on our intranet.

14. Q: I read that the CDC updated its initial report on laminate flooring. Why did the CDC update its report?

A: The CDC issued an update of its original report on Chinese-sourced laminates to correct certain errors in their calculations. Even with these corrections, the risk of health effects is low. The report acknowledges that because of the very conservative nature of the models used in this analysis, the calculated risk is likely lower than this estimate. Even in its revised report, the CDC did not recommend that consumers replace their laminate flooring.

15. Q: Do you source any laminate from China now?

A: No. All laminate flooring sold at Lumber Liquidators after May 2015 is sourced from North America and Europe. The products that were the subject of the inquiries are no longer sold in stores.

16. Q: What does Lumber Liquidators do to protect the environment?

A: In addition to strengthening our compliance policies, Lumber Liquidators is working to become more sustainable. We seek to minimize our impact on the environment and find new ways to leave a positive, lasting legacy on the communities in which we operate and on our customers.

We focus on the following objectives, which have been formalized in the company's Supplier Code of Conduct.

- Avoid waste and protect the long-term health of forests, farms and plantations;
- Commit to responsible harvesting to ensure stable and long-term supply of our products;
- Take responsibility for the well-being of our environment, communities and wildlife; and
- Leverage our global scale to positively influence our supply chain to prioritize compliance and sustainability.

17. Q: Lumber Liquidators says that one of its goals is to "leave a positive, lasting legacy on the communities in which we operate." What are you doing to contribute to local communities around the country?

A: At Lumber Liquidators, we are committed to making a lasting difference in our communities. We call our community support program "Lay It Forward" and, since 2007, we have donated more than 300,000 square feet of flooring to nonprofit organizations, schools, arts facilities, community groups, and more. Whether it's the responsible harvesting of hardwoods throughout the world, donating time or money to local charitable organizations, or creating jobs in communities around the country and around the work, we are contributing to a better future. Visit www.layitforward.lumberliquidators.com to learn more about our community efforts and read stories about our donations.