

AQUASEAL



AQUASEAL{24} Limited Residential & Light Commercial Warranty

WHO'S COVERED: As the original purchaser of your floor from Lumber Liquidators, you are covered by this limited warranty. This limited warranty is not transferable. Not all 'Deal' or 'Major Brand' purchases have warranties. The non-transferable limited warranties, applies solely to the original purchaser of the category of flooring utilizing AQUASEAL technology.

LENGTH OF COVERAGE: For product purchased for residential use, the limited residential warranty is a limited lifetime warranty. Lifetime is defined as the lifetime of the purchaser for as long as he or she owns the flooring. For product purchased for commercial use, the limited commercial warranty is a limited 10-year light commercial warranty.

WHAT'S COVERED: Lumber Liquidators provides the following limited lifetime residential or limited light commercial warranty, as applicable, to the original purchaser for as long as he or she owns the flooring: (1) the laminate surface will not wear through; (2) the floor will not fade due to sun or electrical light; (3) the floor will not stain; (4) the floor will resist damage from moisture up to 24 hours due to occasional mopping, everyday household spills and accidents, and pet stains (urine must be wiped up when still wet); (5) the joint will remain secure under normal use conditions; and (6) the applicable limited warranty solely covers the factory applied finish.

With the exception of "Major Brands" and "Deals", it is also warranted against grading, finishing and milling defects in excess of the applicable 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. While board selection may vary according to personal preference, waste is determined by NALFA standards. Generally, waste will be no more than 5% to 10% of the total square footage of your purchase; however, waste may be higher based on room layout product description or product grade. "Major Brands" and "Deals" limited warranties, if any, are limited solely to finish wear, do not cover manufacturing defects. If no limited warranty is applicable, product is sold as is. **The applicable limited warranty is subject to the conditions described in the "Conditions" section below.**

CONDITIONS:

The AQUASEAL{24} Limited Lifetime Residential Warranty and Limited 10-Year Light Commercial Warranty are made subject to the following conditions:

1. The floor must be installed properly in accordance with Lumber Liquidators installation instructions. The instructions should be obtained through a retailer or at 1-800-HARDWOOD (1-800-476-0007) or www.lumberliquidators.com. Proper installation includes, but is not limited to, the following:

- A moisture test must be performed to determine if excessive moisture exists in the subfloor
 - When using a calcium chloride moisture test for concrete subfloors (ASTM 1869), values must be $\leq 5 \text{ lbs}/1000\text{ft}^2/24\text{hr}$ or $<80\% \text{ RH}$ with an in situ probe (ASTM F2170)
 - When installing in wet areas such as a bathroom, laundry room, and/or kitchen, any planks that are cut on the ends or sides must have a high-quality silicone edge sealant applied.
 - When installing AQUASEAL{24} technology in special situation areas such as: terrazzo, pier and beam, or radiant heating, please contact our consumer care at 1-800-366-4204 or visit www.lumberliquidators.com to obtain important additional information on proper acclimation and manufacture requirements.
 - Failure to fully engage the locking system around all sides of each plank during installation could result in gaps that will void the applicable limited warranty.
2. The flooring must be used only indoors in a dry, climate-controlled area.
3. **Additional Condition Applicable Only To Limited Commercial Warranty – In addition to the conditions set forth above, the below condition is applicable to product used in one of the following commercial areas:**

Retail: Entryways*, Sales Floor/Showroom, Checkout, Break rooms, Dressing Rooms, Offices, Storage Rooms.

Doctor's Offices: Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Break rooms, Storage Rooms.

Hotels: Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices.

Business Offices: Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Break rooms.

Restaurants: Entryways*, Lobbies, Hallways, Offices.

Educational: Entryways*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.

Multi-family Housing: Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

**Walk off mats are required at all entryways.*

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/water exposure. Other than the specific limited warranty identified above, Lumber Liquidators provides no additional warranties and Lumber Liquidators does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Lumber Liquidators is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Lumber Liquidators representative for questions on performance in specific locations.

WHATS NOT COVERED:

1. **Moisture (or Lack of Moisture):** Damage that occurred as a result of improper or inadequate maintenance and/or accidents, such as damage caused by scratching, impact or cutting; as well as damages resulting from the use of rotating beater bars, floor scrubbers, buffers or similar products is not covered. Damage due to fluids of any source or type that are not removed within 24 hours, as more fully set forth under the "What's Covered" section, is not covered.
2. **Gloss Reduction:** Surface wear must be readily visible (i.e. approximately 1 square inch). Gloss or sheen change and variations from later product additions or non-warranty repairs are not covered.
3. **Moisture (or Lack of Moisture):** Moisture damage caused by leaking pipes, continuous running water or other liquids, relative humidity, subfloor moisture, etc. are not covered. Moisture (and dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, seam swelling or gapping. In addition, moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect flooring and subflooring over time and moisture can be trapped below the flooring and/or underlayment and create mildew or mold. Damage from such conditions, including to the floor, subfloor, and other structural surfaces such as walls and ceilings are not covered.
4. **Other Site and Environmental Conditions:** Defects or damages resulting from site conditions (such as extreme 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 (available at www.lumberliquidators.com) are not covered.
5. **Within the waste factor:** Defects in flooring that do not exceed the waste factor are not covered. Consequently, it is recommended that you add the applicable percentage to your total square footage when ordering your floor.
6. **Other finishes:** Applying another finish and/or sanding (such as in preparation for another finish) may damage the factory applied finish and voids the applicable limited warranty against finish wear as set forth under the "What's Covered" section.
7. **Moldings:** The applicable limited warranty does not apply to moldings.
8. **Improper Installation:** Damages caused by any installation (regardless of the source of the installation advice) which conflicts with the applicable product installation instructions available at <http://www.lumberliquidators.com> and/or the flooring industry standards of NALFA are not covered. For example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage; damage, and bumps or surface dimples created by nailing machines or staples are not covered.
9. **Non-Traditional Installations:** For example, intricate patterns, installations on walls or ceilings, exterior use, and usages for purposes other than flooring (like furniture or countertops) are not covered.
10. **Boards Installed with Visible Defects:** If you see any board with defects, DO NOT install it. This includes visible manufacturing, natural or other defects.

11. **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). Consequently, these variations should be expected. Inspect product before installation. Claims for color and shade variation will not be accepted after the product is installed.
12. **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. Additionally, purchases not made directly from Lumber Liquidators in store, online or by phone are not covered.
13. **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. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. 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.
14. **Radiant Heat:** Any flooring installed over radiant heat that is not installed according to the radiant heat manufacturer guidelines, product installation instructions and NALFA installation standards, as applicable, are not covered by these limited warranties.

HOW TO MAINTAIN YOUR LIMITED WARRANTY:

1. **Follow the Pre-Installation Requirements:** Prior to installing a single board, you or the installer must determine that the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. The applicable installation instructions discuss these standards, which include the following:
 - 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. For all wood based floors, once acclimated and before work begins, measure the moisture content of wood flooring and subfloor with a moisture meter and document it. **The moisture levels between the wood based flooring and the subfloor must be an average of 12% or less.**
 - Your installation area must be between 60 to 80 Fahrenheit with a relative humidity of 30% and 50% for at least five days prior to delivery and remain at such levels throughout the life of your floor to ensure optimum performance
2. **Follow the Installation and Care Instructions:** It is yours or the installer's responsibility to ensure installation requirements and additional requirements related to moisture testing and controls are strictly followed. The care instructions below must be followed for the limited warranty to remain valid and not be void.
 - a. Place felt floor protectors under the legs of moveable furniture. Chair casters should be rubber — not plastic or metal. Place walk-off mats at entrances. Occasional wet mop and

steam mop with water only, using a well wrung out wet mop. Occasional wet jet mop with water based cleaner - Bellawood All Natural Floor Cleaner OR 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.

- b. **DO NOT** pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor.
 - c. **DO NOT** use detergents, abrasive cleaners, soaps, waxes or polishes. Use correct hard surface vacuum tools.
 - d. **DO NOT** use rotating beater bars, floor scrubbers, buffers or similar products. Wipe up spills immediately.
 - e. **DO NOT allow topical moisture to remain on the floor longer than necessary.**
3. **Inspect All Boards for Visible Defects:** Boards installed with visible defects are not covered. Accordingly, before installation, you and the installer should examine each floor board to ensure it is satisfactory. If any floor boards are unacceptable due to color, finish, 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. You should plan on being present during your installation to ensure that all required procedures are completed and boards with visible defects are not installed. It is important to inspect individual boards and to frequently step back to observe the "whole picture" before installation is completed.

If quality issues are suspected before or during installation immediately contact the store where your floor was purchased or call us at 1-800-366-4204.

4. **Touch-ups During Installation:** Use of putty stick for touch-up is considered normal practice.

WHAT WE WILL DO: If any portion of your floor should fail with respect to the applicable limited warranty, we will provide 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 discussed in the "What's Covered" section. A store credit is the sole remedy under this limited 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 or redeemed.

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.

UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES EXCEPT TO THE EXTENT THAT ANY SUCH DAMAGES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW. FURTHER, UNDER NO CIRCUMSTANCES WILL OUR LIABILITY ARISING OUT OF OR RELATING TO THE PURCHASE OF YOUR FLOORING EXCEED THE TOTAL SUM PAID BY YOU FOR THE FLOORING AT ISSUE. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

HOW TO FILE A WARRANTY CLAIM: To file a warranty claim, visit the store where you purchased your floor, call us at 1-800-366-4204, or email via the "contact us" link at 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 limited warranty with regard to your flooring. LUMBER LIQUIDATORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT EXCEPT TO THE EXTENT THAT ANY SUCH WARRANTIES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.

The applicable limited 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 the applicable limited warranty.

The applicable limited warranty is provided by Lumber Liquidators, Inc., 3000 John Deere Road, Toano, Virginia 23168.

DISCLAIMERS:

As set forth in the "Who's Covered" section, the limited warranty is not transferable. The limited warranty extends only to the original end-consumer. Samples, descriptions, and other information concerning the product contained in Lumber Liquidator catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Lumber Liquidator. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Lumber Liquidator's warranties.

The provisions of this limited warranty are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision.