



Warranties Dekora Engineered Glue Down Only

DEKORA ENGINEERED FULL WARRANTIES

Since 1967, Dekora has been synonymous with quality hardwood flooring. Dekora's dedication to quality and to research and development are some of the reasons why we can offer our customers the most inclusive warranties in the hardwood flooring industry. The Warranties described below are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended by Dekora and are effective on hardwood flooring products purchased after October 1, 2005.

RESIDENTIAL AND COMMERCIAL FULL LIFETIME STRUCTURAL INTEGRITY WARRANTY.

Dekora Parket B.V. warrants its Dekora engineered product line, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the floor. separate from its multi-ply, engineered construction. Dekora additionally warrants that all the products in the Dekora engineered product line, with the exception of Brazilian Cherry (Jatoba) and Ipe, even when applied on a radiant heated concrete subfloor, with subfloor surface temperature not exceeding 85° F. will not buckle, cup or warp for as long as the original purchaser owns the floor when properly installed according to Dekora's installation instruction procedures, requirements on subfloor, relative humidity, and when properly maintained in accordance with such instructions and the Dekora Floor Care and Product Warranty Guide. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separation occurs. It is not considered a product defect and is not covered by this warranty.

MOISTURE PROTECTION WARRANTY

Both Franklin and Bostik are now offering Moisture Barrier Systems where both companies provide a warranty that moisture will not pass through and damage your flooring when flooring has been installed according to both adhesive company's and the hardwood floor company's installation instructions. For more information, please contact either Franklin or Bostik or visit their websites.

RESIDENTIAL FINISH WARRANTY

Dekora warrants to the original purchaser that the Anti - scratch coating factory finish on their engineered product, from the date of purchase, when used under normal residential or commercial traffic conditions,

as applicable, will not wear through or separate from the wood for the period specified below.

All commercial and residential finish Warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture, wet mopping or failure to follow all the manufacturer's written maintenance instructions. Use of floor care products other than recommended by Dekora may damage your floor and may void the warranty.

RESIDENTIAL FINISH WARRANTY FULL 25-YEAR RESIDENTIAL FINISH WARRANTY

Dekora warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 25 full years or as long as the original purchaser owns the home.

COMMERCIAL FINISH WARRANTY Five (5) YEAR COMMERCIAL FINISH WARRANTY

Dekora warrants that the finish will not wear through or separate from the wood for the lesser of five (5) years when installed in commercial traffic areas located away from main outdoor entryways and other high traffic areas, therefore excluding heavy commercial use.

This commercial warranty applies only if regular and preventative maintenance has been carried out according to the maintenance instructions (laid out in this warranty) and floor care guide. For Commercial projects Dekora needs to be consulted for a tailor made maintenance instructions

DEKORA WARRANTY PROTECTION MEANS...

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Dekora, at its sole option, to the original purchaser, will repair, refinish, or replace such portion, AT NO COST TO YOU, with the same product or another product of equal value. In the unlikely event Dekora is unable to correct the failure after a reasonable number of attempts, Dekora will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Dekora retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact us at Dekora Parket B.V., Kleinestraat 2, 6422 PS, Heerlen, The Netherlands, Attn: Claims Department.

Claims must also be filed within the warranty coverage period and information verifying date of purchase will be required. Dekora reserves the right to have a designated Dekora representative inspect the floors and remove samples for technical analysis.

- Dekora warranties are not transferable.
- No installer, retailer, distributor or agent, or employee of Dekora, has the authority to alter the obligations or limitations of any Dekora warranty.

Sources of additional information:

Sources of additional information regarding installation and maintenance of Dekora hardwood flooring products can be found in the following: Installation sheets, which are

included in every carton, and the Dekora Floor Care and Product Warranty Guide. By following all recommended installation and maintenance procedures as specified by Dekora, you will assure yourself the maximum enjoyment of your Dekora hardwood floor.

Contact the retailer where you purchased your Dekora hardwood floor for a copy of the above mentioned literature. Or write to: Dekora Parket B.V. Kleinestraat 2, 6422 PS, Heerlen, The Netherlands, Attn: Technical Services.

WARRANTY DISCLAIMERS AND EXCLUSIONS

- Colour variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Due to color variations of product and/or samples, Dekora is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- Gloss reduction is not considered surface wear.
- Natural occurring wood characteristics such as variations in grain, color, mineral streaks, and knots, are not considered defects.
- Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discolouring under the rug. This is not a product defect.
- Installations must be performed in accordance with all Dekora installation instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Dekora accepts no responsibility for costs of product or labour when boards with visible defects have been installed.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from Dekora warranties.

WARRANTY EXCLUSIONS

DEKORA WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT OR EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND, OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEELSHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, FAILURE TO FOLLOW ALL THE MANUFACTURER'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE, OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT.

DEKORA WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY. NO WARRANTIES APPLY TO ANY PRODUCT OR

PRODUCTS SOLD AS SECONDS, ECONOMYGRADE, OR NON-STANDARD ITEMS. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS". THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. THERE ARE NO IMPLIED WARRANTIES EXTENDING BEYOND THE TERMS OF THIS WARRANTY. DEKORA ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND FOR DEFECTIVE PRODUCTS.