



## EN 25-YEAR RESIDENTIAL WARRANTY

On Quick-Step Uniclic flooring panels, Quick-Step profiles, and Quick-Step wall bases or skirtings.

The statutory warranty in the country or state of purchase has unlimited application to the above mentioned products. On top of this, Unilin Flooring warrants, from the date of purchase, that its Quick-Step Uniclic brand laminate flooring products mentioned above are free from manufacturing or material defects. This warranty is valid for 25 years on the product, and lifetime (limited to 33 years) on the Uniclic joint of the laminate flooring panel. See conditions below. The date of purchase is the invoice date. The original, dated purchase invoice, completed with the distributor's or retailer's stamp, will need to be submitted. The Quick-Step Uniclic warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer or distributor's or retailer's.

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all first grade Quick-Step Uniclic brand product purchases made after the edition date of these warranty conditions (see below).
2. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination or reduced resistance of the wear layer, excluding, in case of bevelled edge products, wear along the edges of the panels larger than .2 inches (5 mm) from the edge. Unilin Flooring will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.
3. The lifetime warranty on the Uniclic joint only applies to open joints greater than .01 inches (0.2mm).
4. The Quick-Step Uniclic product must be installed following the Quick-Step Uniclic installation method using the approved Quick-Step Uniclic accessories. It must be possible to provide proof of compliance with the installation and maintenance instructions recommended by the manufacturer. These instructions are located on the inside of the flooring carton, or in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, distributor / retailer or can be viewed at [www.quick-step.com](http://www.quick-step.com). It must also be possible to provide proof that only the recommended Uniclic accessories were used to install the laminate floor (identifiable from the Uniclic label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (on back of the insert label) must be provided to the end-user by the installer.
5. The Quick-Step Uniclic warranty applies solely for indoor installations in a residential application. For other applications, an individual written warranty must be requested from the manufacturer.
6. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm<sup>2</sup> or 0.15500 square inch, and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture.
7. Liability arising from this warranty is restricted to:
  - Hidden defects. These are defects that were not visible before or during the installation of the laminate floor.
  - The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Unilin Flooring, will cover reasonable labor costs.
  - Unilin Flooring can never be held liable for any secondary damage.
8. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable mat at the entrance door(s).
9. The floor may not be installed in damp and/or humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as saunas).
10. Moisture left on the floor, or on or around the skirting boards or wall base or profiles, cleaning that is too wet and/or the use of inappropriate cleaning products must be avoided at all times.
11. Flooring panels or accessories must be checked carefully for material defects before and during installation. Products with visible defects must not be installed under any circumstances. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Unilin Flooring be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
12. Unilin Flooring OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN; INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
13. The general warranty and the Uniclic warranty are both pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Quick-Step original warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 25 years for the wear and tear warranty and/or 33 years on the integrity of the Uniclic joint. The services provided as part of this warranty do not extend the original warranty period.
14. Unilin Flooring reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

**INSTALLATION IN WET AREAS.** The water warranty excludes damages caused by natural disasters (i.e. floods) or naturally occurring conditions/accidents (Such as appliance and plumbing failures, pet urine, ...). Wet areas would include bathrooms, kitchens, and foyers. Neither Quick-Step Lagune flooring panels, nor the Quick-Step accessories are recommended for extreme humid applications such as in saunas or swimming pool areas. Wipe up spills within reasonable time (less than 1 hour). Do not allow liquids to stand on your floor or stay in contact with any Quick-Step accessory for more than 1 hour. Since prolonged moisture exposure could irreversibly damage your laminate flooring, the following installation recommendations must be closely followed to validate your 10-year residential water warranty, in addition to the "normal" warranty conditions: an expansion area of 10mm must be provided around all vertical obstructions including walls, permanent heavy furniture, pipes etc. All perimeter expansion areas must be filled in with Quick-Step Kit, according to the installation instructions of Quick-Step Lagune. Let the filler dry for 24 hours before exposure to water. Skirtings, profiles and door trims must be sealed along the wall and along the flooring. Only rooms with a maximum length or width of less than 5 meters can benefit from this water warranty. Under each entrance door of the room a transition joint must be installed.

For service under this warranty please contact your local Quick-Step retailer or mail in proof of purchase and description of claim to:

USA: Unilin Flooring N.C.LLC. • 550 Cloniger Drive • Thomasville, NC 27360 Tel. (866) 220-5933 Fax. (336) 313-4285 • [www.quick-step.com](http://www.quick-step.com)

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