

**25-YEAR RESIDENTIAL WARRANTY - 5-YEAR COMMERCIAL WARRANTY - 10 YEAR WATER WARRANTY - SPLASH WARRANTY**

*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 BVBA warrants, from the date of purchase, that the products of the Quick•Step® Uniclic® brand as specified above are free from manufacturing or material defects. This warranty is valid for 25 years on the product, and for life (limited to 33 years) on the Uniclic® joints of the laminate flooring panels. The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying 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 purchases of the aforesaid first-grade Quick•Step® Uniclic® brand product 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. The product warranty excludes wear larger than .2 inches (5 mm) from the edge along the edges of bevelled-edge panels. Unilin BVBA 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 programme 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 permanent open joints wider 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. The customer/fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the inside of the bottom of the cardboard packaging, the back of the insert label, or in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, distributor / retailer or they can be consulted at [www.quick-step.com](http://www.quick-step.com). The customer/fitter must be able 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 or at [www.quick-step.com](http://www.quick-step.com)) must be provided to the end-user by the installer.

5. The general Quick•Step® Uniclic® warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial terms and conditions of warranty". If the application does not come under the "Commercial terms and conditions of warranty" either, 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 BVBA, will cover reasonable labor costs. • Unilin BVBA 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 all 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, and on or around the skirting boards, wall bases or profiles, is to be removed immediately in all cases. Cleaning efforts involving too much water and/or the use of inappropriate cleaning products must be avoided at all times.

11. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions 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 BVBA 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 BVBA 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 rate of the number of years of ownership per year based on 25 years for the wear and tear warranty and/or 33 years for the integrity of the Uniclic® joint. The services provided under this warranty do not extend the original warranty period.

14. Unilin BVBA 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.

## QUICK•STEP® COMMERCIAL WARRANTY (LIMITED TO 5 YEARS)

This commercial warranty is valid for Quick•Step® laminate flooring products for a period of 5 years from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all of the above mentioned conditions. In addition to this the following must be considered:

Gloss reduction is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted. In addition, metal Quick-Step skirtings and wall bases must be used for commercial applications.

The above mentioned warranties do not apply to:

- *all food areas, such as, but not limited to, restaurants and cafeterias, pubs, dance halls.*
- *all institutional applications, such as, but not limited to hospitals and government buildings*
- *heavy commercial areas, such as ,but not limited to airports, lobbies, schools and barber shops*
- *other areas that have heavy traffic and immediate access to street traffic*

For areas and applications which are not covered by the standard commercial 5 year warranty, a specific warranty can simply be requested by contacting your dealer or Unilin BVBA.

This warranty does not cover damage to the product caused by:

- *Installation error. The Quick•Step® Uniclic® product must be installed following the Quick•Step® Uniclic® installation method using the approved Quick•Step® Uniclic® accessories.*
- *Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether cause by a contractor, a service company, or end user*
- *Exposure to extreme temperatures*
- *Water damage*
- *Improper maintenance*

No other warranties, express or implied, are made, including merchantability or fitness for a particular purpose. Unilin BVBA is not responsible for labor charges, installation charges or similar costs. Consequential, special and incidental charges are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Flooring panels must be checked carefully for material defects before and during installation under optimal light conditions. Panels 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.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

## QUICK-STEP® WATER WARRANTY

### 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 a space of 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 BVBA 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)

Outside USA: Unilin BVBA • Ooigemstraat 3 • B-8710 Wielsbeke-Belgium Tel. +32(56) 67 52 11 Fax. +32 (56)67 52 39 • [www.quick-step.com](http://www.quick-step.com)