



LIFETIME (limited to 33 years) 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 lifetime (limited to 33 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. 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 cm² 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 33 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.

QUICK•STEP® COMMERCIAL LIMITED WARRANTY

This warranty is valid for Quick•Step® laminate flooring products of class 33 for a period of five (5) years from the date of sale to the original purchaser (original invoice is the exclusive proof of purchase) for indoor commercial applications under all of the above mentioned conditions. In addition to this the following must be considered:

Gloss reduction is not surface wear.

In this area of application superficial surface scratches coming from daily use have to be accepted.

The above mentioned warranties are not applicable 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 Flooring.

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 Flooring 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. 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.

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

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