

WARRANTY

The limited warranties described below are given only to the original purchaser (the "Buyer") AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. Please read all of the limited warranty language carefully. These limited warranties do not apply to special items sold "as is". These limited warranties DO NOT APPLY TO ANY FLOORING PURCHASED OVER THE INTERNET.

THE MANUFACTURER's obligation under these warranties is solely limited to repairing or replacing, at THE MANUFACTURER's option, the defective material, and shall not include any other costs or expenses such as transportation, storage or other indirect costs, which costs shall be the responsibility of the Buyer.

Product defects must be reported by the Buyer to the point of purchase no later than thirty (30) days after the purchase. All other warranty claims made pursuant to the limited warranties granted herein must be reported by the Buyer to the point of purchase within thirty (30) days from the time the Buyer identifies the warranty issue.

CAUTION:

- Be sure to familiarize yourself with the terms of these warranties and the QuietOne® Hardwood Flooring Installation Instructions before installing your floor. Failure to comply with the installation and maintenance instructions and with recognized trade techniques could void the application of these warranties.
- Improper surface preparation may result in moisture-related problems not covered by this warranty program. Make sure that the surface or slabs are prepared as recommended in the QuietOne® Hardwood Flooring Installation Instructions and as per recognized trade techniques.
- Because no two pieces of wood are identical, we strongly recommend that you first pre-assemble the boards to determine appropriate color and shade mix. Moreover, if you decide to have your flooring installed by a third party (who must be qualified), be sure to approve the layout prior to final installation. Minor differences between color samples and the color of installed floors are normal and not considered to be defects.
- Gloss reduction is not considered surface wear and is not covered by the applicable limited warranty.
- Under no circumstances should you use water or pour any liquid directly onto the floor surface, nor should you resort to abrasive cleansers. Wipe excess liquids or spills at once. Please refer to the Floor Care Guide.

NOTE: A copy of the QuietOne® Hardwood Flooring Installation Instructions, QuietOne® Hardwood Flooring Warranty, your proof of purchase, and the portion of your flooring package that includes the product description must be submitted with any claim made under these limited warranties. Please maintain these items in a secure place.

I. LIFETIME STRUCTURAL LIMITED WARRANTY

As THE MANUFACTURER's reputation has been built on reliable premium quality collections, our QuietOne® Hardwood Flooring is guaranteed to be free of structural defects in lamination and/or as a result of milling or grad-

ing, for the lesser of (a) the lifetime of the Buyer, or (b) as long as the Buyer owns the property in which the product is installed.

Wood is a natural product whose characteristics include minor color variations, grain variations, knots and mineral streaks, which are not considered defects. Given that wood is a product of nature, minor quality variations of up to five percent (5%) of total square footage/meters purchased are not covered by this limited warranty (as per industry standards). Should an individual piece be doubtful as to grade, manufacture or finish, the piece should not be installed. In geographic areas that experience extreme climate and humidity conditions, it is natural, due to the inherent properties of wood, for some minor expansion and contraction to occur which could result in some visual changes. These occurrences are not covered by this warranty but should self-correct with seasonal climate changes. To minimize this visual change, it is important to maintain relative humidity between 35% and 65%.

II. TWENTY (20)-YEAR RESIDENTIAL FINISH LIMITED WARRANTY

Our QuietOne® Hardwood Flooring is coated with a finish that is protected with a 20-year wear-through finish warranty from the date of purchase. THE MANUFACTURER warrants to the Buyer that the finish will not wear through to the wood for the lesser of (a) twenty (20) full years from the purchase date or (b) as long as the Buyer owns the home in which our product is installed, when used under normal residential traffic conditions, and as long as the Buyer follows the instructions in the QuietOne® Hardwood Flooring Installation Instructions.

NOTE: For surface wear to be covered under this limited warranty, the surface wear must be readily visible and must cover at least ten percent (10%) of the entire floor surface area. Gloss reduction is not considered surface wear.

III. THREE (3)-YEAR LIMITED FINISH WARRANTY (LIGHT COMMERCIAL)

THE MANUFACTURER warrants to the original purchaser that the Perma-finish applied on QuietOne® Hardwood Flooring will not wear through or separate from the wood surface for a period of three (3) years from the date of purchase.

THE MANUFACTURER's 3-year commercial finish warranty is for applications of light commercial projects, and for installations in areas such as retail stores, mall boutiques, offices, health care facilities, etc., located away from outdoor main entry fways or streets.

This warranty does NOT cover food establishments, bars or heavy traffic installations. Warranty coverage mandates proper installation of the floor, according to the QuietOne® Hardwood Flooring Installation Instructions, and regular maintenance to minimize damage.

NOTE: For surface wear to be covered under this limited warranty, the surface wear must be readily visible and must cover at least ten percent (10%) of the entire floor surface area. Gloss reduction is not considered surface wear.

IV. 20-YEAR WARRANTY AGAINST SUBFLOOR-RELATED MOISTURE DAMAGE*

THE MANUFACTURER warrants to the original owner of the installation, when applied according to label instruction with QuietOne® Premium Wood Flooring Adhesive, DriTac 6200, DriTac 9100 or DriTac 9200, will protect QuietOne® Hardwood Flooring against damage due to moisture emissions migrating through the subfloor, and not some other source. The length of this warranty is for 20 years from purchase date. This warranty is to the original purchaser and is non-transferable.

In the event of a verifiable claim, when tests confirm that excessive moisture emission is coming through a properly installed floor in excess of 3.0 pounds per the ASTM 1869 calcium chloride test method, and not some other source, this warranty covers one time replacement cost of materials and reasonable labor costs to replace or repair the damaged area of the floor covering. THE MANUFACTURER reserves the right to inspect and conduct tests on all claims prior to authorizing repair or replacement.

Except as specified above, THE MANUFACTURER shall not be liable to anyone for incidental, indirect, special punitive damage or loss of property or equipment, or loss of profits or revenue, loss of use or cost of capital.

* Damage resulting from excessive ground moisture due to flooding, excessive rainfall, hurricanes or other natural disasters, damage from appliance failures, leaky faucets, broken pipes or improper maintenance are not covered by this warranty. These claims should be referred to your insurance carrier.

V. 20-YEAR ADHESION WARRANTY

THE MANUFACTURER warrants that QuietOne® Premium Wood Flooring Adhesive, DriTac 6200, DriTac 9100 or DriTac 9200, adhesives will bond QuietOne® Hardwood Flooring to concrete, terrazzo, sheet vinyl, plywood and OSB for 20 years from the purchasing date, to the original purchaser of the installation. The warranty may not be assigned or transferred.

Random hollow areas are not an indication of adhesive release or failure between the wood flooring and subfloor. Random hollow areas are usually a result of uneven subfloors, especially on concrete subfloors. Random hollow areas are not covered under this adhesive warranty.

If a wood floor buckles, this is not an indication of adhesive failure. Buckled wood floors are a direct result of the wood flooring absorbing excessive moisture and abnormal expansion occurs. Excessive moisture that results in wood floors buckling may be result of, but not limited to, excessive moisture migrating through the subfloor, excessive humidity in the building, plumbing breakage, flooding, water seeping through walls, etc. However, buckling is not covered under this adhesive warranty.

In the event that the QuietOne® Hardwood Flooring releases from the subfloor due to adhesive failure, THE MANUFACTURER will pay for one-time replacement of the portion of the installation that is loose from the subfloor, including all reasonable materials and labor. This is the sole and exclusive remedy under this limited warranty. THE MANUFACTURER specifically excludes and is not liable for any other damage or loss, including consequen-

tial or incidental damage or loss. THE MANUFACTURER is not responsible for workmanship not in compliance with published THE MANUFACTURER'S literature.

Our moisture and adhesion warranties are contingent upon:

1. The installation must be in full compliance with the THE MANUFACTURER recommendations for subfloor moisture, subfloor levelness, subfloor types and expansion space requirements.

2. THE MANUFACTURER is provided adequate opportunity for an on-site evaluation of a potential claim prior to any repair or replacement work.

WARRANTY EXCLUSIONS & LIMITATIONS

1. Damages arising as a result of flooding, plumbing breakage and similar catastrophes.

2. Damages caused by moisture migration through the subfloor to the wood flooring which is not installed using specified adhesives.

3. Problems arising from poor installation practices and misuse or abuse.

4. Application over a slab with an historical moisture problem or a replacement due to a previous failure.

5. In addition to any exclusions or limitations described above, these limited warranties exclude damages resulting from the following:

- Improper handling, storage or installation other than as provided in the QuietOne® Hardwood Flooring Installation Instructions, and any unauthorized repairs, refinishing, or removal of wood flooring
- Unsuitable environment (including, but not limiting the generality of the foregoing, an inadequate humidity rate, a lack of protection of the product sold, and a lack of preparation of the surface receiving the product sold)
- Lack of proper maintenance, prevention or protection of said product as described in the QuietOne® Hardwood Flooring Installation Instructions
- Use of the flooring for means other than residential or light commercial applications
- Indentations, scratches, stains or damage caused by negligence, water, fire, wet mopping, excessive dryness, pebbles, improper wheel casters, sand or other sharp or abrasive objects or furniture
- Excessive moisture resulting from saturation with water or other liquids
- Insect infestation, blemishes or scratches caused by pets
- Extreme weather conditions and natural disasters

• Failure to comply with THE MANUFACTURER'S installation instructions and with recognized trade techniques

• Improper surface or subfloor preparation resulting in moisture-related problems

• Gapping of Planks. This warranty does not cover gapping caused by natural expansion and contraction, improper seating of planks during installation or by mastic memory.

• Radiant Heat. All warranties are voided if installed over radiant heat.

This text is the complete and exclusive statement of the limited warranties provided herein to the Buyer, is an exclusive remedy, and is in lieu of all other express and implied statutory or other warranties of any nature or kind, including without limitation, any warranty as to merchantable quality, fitness for a particular purpose, durability, suitability, condition or any other warranty arising by statute, course of dealing or otherwise. There are no implied warranties extending beyond the terms of this warranty. THE MANUFACTURER shall not be liable for any loss or damage resulting from the use of the QuietOne® Hardwood Flooring product other than liability as described in these limited warranties, and only in the event that the Buyer has expressly respected all terms, conditions and obligations of the limited warranties.

In no event shall THE MANUFACTURER be responsible for any direct, indirect, punitive, economic, commercial, consequential, incidental or special loss or damage or any claim by a third party, resulting from the use or loss of use of the product. CERTAIN CONDITIONS, EXCLUSIONS AND LIMITATIONS SET OUT IN THESE LIMITED WARRANTIES ARE NOT PERMITTED OR EFFECTIVE IN SOME STATES OR PROVINCES, SO SOME OF THE CONDITIONS, EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS THAT MAY VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. TO THE EXTENT STATE, PROVINCIAL OR OTHER LAWS BAR A DISCLAIMER OF THE IMPLIED WARRANTIES OR DAMAGES SET FORTH ABOVE, THEN SAID IMPLIED WARRANTIES AND LIMITATIONS OF DAMAGES ARE LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTIES SET FORTH HEREIN. None of the QuietOne® Hardwood Flooring limited warranties described herein shall be assignable or transferable and each shall be solely for the benefit of the initial Buyer of the product. No distributor, retailer, installer, sales representative, agent or employee associated with THE MANUFACTURER directly or indirectly may, in any way, alter or increase the written terms, conditions, exclusions or limitations of these limited warranties.

CLAIMS POLICIES & PROCEDURES

While our ultimate goal is to achieve total customer satisfaction, it is imperative that both the Buyer and installer inspect all flooring before permanent installation, to approve its color, finish and overall quality. In the unlikely event that any portion of your floor is defective, subject to the exclusions and limitations set forth above, THE MANUFACTURER, at its sole option, will repair or replace the defective material, provided you meet all applicable terms, conditions and limitations of the applicable limited warranty. Claims must be filed at point of purchase by the Buyer. Any attempt to repair or replace the floor prior to the manufacturer's inspection and authorized repair actions will void this warranty. Information such as proof of purchase, the QuietOne® Hardwood Flooring Installation Instructions, QuietOne® Hardwood Flooring Warranty and the portion of your flooring packaging that includes the product description must be produced. THE MANUFACTURER reserves the right to inspect the floor and remove samples for technical analysis, including the removal of at least two wood boards for lab testing, if necessary. In the event of any warranty claim, the Buyer must produce as evidence the following proof of purchase:

- Product code from product label
- Quantity of wood purchased from purchase receipt
- QuietOne® Hardwood Flooring Installation Instructions
- QuietOne® Hardwood Flooring Limited Warranty

To obtain service under this warranty, contact your dealer.

THESE LIMITED WARRANTIES APPLY EXCLUSIVELY TO THE MANUFACTURER'S - QUIETONE® HARDWOOD FLOORING AND NOT TO ANY OTHER PRODUCT.

Provided that you take good care of your QuietOne® Hardwood Flooring and follow our recommended guidelines (please refer to the QuietOne® Hardwood Flooring Installation Instructions), packaged with the product and also available on our web site), we guarantee you will enjoy its beauty and elegance for years to come.

www.QuietOneHardwoodFlooring.com

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