

## Lago SPC Plus Flooring Limited Warranty

### Part I Residential Limited Warranty

#### 1. Scope of Application

This residential use warranty is issued by LAGO FLOORING INC and is applicable worldwide. This warranty applies to our SPC Plus flooring, purchased from an authorized dealer and installed and used by residents. Residential use is defined as normal household use.

#### 2. Warranty Policy

##### (1) Warranty Terms

Lago Flooring Inc provides lifetime residential limited warranty from the date of original purchase.

##### (2) Wear Warranty

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Indentation or reduction in gloss level is not considered wear.
- Scratches, caused by sharp objects such as knife cuts, nails holes, etc are not considered wear.
- Stains, caused by paints, glues, chemical pigments, oil-based pigments, etc are not considered wear.
- Will not fade as a result of indirect sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled, for as long as the original installation of the flooring is in place.

##### (3) Structural Warranty

We warrant the original purchaser that our flooring:

- Will not delaminate, warp, cup, buckle when properly installed and maintained;
- In its original manufactured condition, will be free from manufacturing defects such as milling, assembly, and dimension.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled, for as long as the original installation of the flooring is in place.

#### 3. Moisture Warranty

We warrant to the original purchaser from the date of purchase that Lago SPC Plus Flooring in its original manufactured state, under normal and reasonable use, when properly installed in accordance with the Installation Instructions, shall be resistant to damage from mopping or normal household spills. This means planks will not swell, buckle or lose integrity. The moisture warranty does not cover any structural damage caused by flooding, leaking pipes, household mechanical failures, or appliance leaks. Any damage to the sub-floor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

### Part II Commercial Limited Warranty

#### 1. Scope of application

This warranty issued by LAGO Flooring Inc and applies to Lago SPC Plus Flooring, purchased from an authorized dealer and installed and used as commercial applications such as offices, hotels, etc.

#### 2. Warranty Policy

##### (1) Warranty Terms

Lago Flooring Inc provides 10 years commercial limited warranty from the date of original purchase.

##### (2) Structural Warranty

We warrant the original purchaser that our flooring:

- Will not delaminate warp, cup, buckle when properly installed and maintained;
- In its original manufactured condition, will be free from manufacturing defects such as milling, assembly, and dimension.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled, for as long as the original installation of the flooring is in place.

### **(3) Wear Warranty**

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Scratches, caused by sharp objects such as knife cuts, nails holes, etc are not considered wear.
- Stains, caused by paints, glues, chemical pigments, oil-based pigments, etc are not considered wear.
- Will not fade as a result of indirect sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled, for as long as the original installation of the flooring is in place.

### **3. Moisture Warranty**

We warrant to the original purchaser from the date of purchase that Lago SPC Plus Flooring in its original manufactured state, under normal and reasonable use, when properly installed in accordance with the Installation Instructions, shall be resistant to damage from mopping or normal household spills. This means planks will not swell, buckle or lose integrity. The moisture warranty does not cover any structural damage caused by flooding, leaking pipes, household mechanical failures, or appliance leaks. Any damage to the sub-floor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

## **Part III Conditions Claims and Notes**

### **1. Conditions**

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Lago SPC Plus Flooring panel is visible and covers an area greater than one square inch. The flooring must be installed in accordance with Lago SPC Flooring recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse;
- Scratch, impact or cutting;
- Improper installation;
- Improper care and maintenance;
- Discoloration due to chemical contact;
- Modification, alterations, repair or service by a non authorized floor covering dealer.

### **2. Claims**

The original purchaser should notify the authorized Lago SPC Flooring dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect but within the time period of limited warranty. The original retail purchaser must present to that authorized LAGO SPC Flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase;
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

Lago Flooring honors a claim under this limited warranty, it will be repair or replace, at its option, the cost of the affected flooring material. Lago Flooring would pay for the reasonable labor costs if it is the result of negotiation, to perform the replacement or repair during the first two (2) years from the date of the original purchase.

In the event that the item installed is no longer available, Lago Flooring will authorize your dealer to switch the affected floor with another Lago Flooring product of equal value.

The above-described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty.

### **3. Notes**

Lago Flooring does not grant to any person or entity the authority to create for it any obligation or liability in connection with its product. Lago Flooring shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). Lago Flooring reserves the right to adjust, update or modify the terms of this warranty without notice. All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

Lago Flooring