

Prefinished hardwood flooring

CLASSICS

Collection

Limited Warranties

- I. Lifetime Structural
- II. 25-Year Residential
Polynium + Finish
- III. 5-Year Polynium +
with Titanium Traffic
Commercial Finish



Effective April 2008



The LAUZON Classics Collection

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I. Lifetime ,Structural

II. 25-Year Residential Polynium + Finish

III. 5-Year Polynium + with Titanium Traffic Commercial Finish

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 tavern grade (also known as #3 Common) hardwood flooring, or special items sold "as is". These limited warranties DO NOT APPLY TO ANY FLOORING PURCHASED OVER THE INTERNET. LAUZON's obligation under these warranties is solely limited to repairing or replacing, at LAUZON's option, the defective material, and shall not include any other costs or expenses such as installation, 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 LAUZON Classics Collection Installation Guide before installing your Classics floor. Failure to comply with LAUZON's 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 subfloor is prepared as recommended in the LAUZON Classics Collection Installation Guide 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 up excess liquids or spills at once.

NOTE: A copy of the LAUZON Classics Collection Step-by-Step Installation Guide & Warranty, your proof of purchase, and the portion

of your LAUZON hardwood 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 LAUZON's reputation has been built on reliable premium quality collections, our Classics Collection is guaranteed to be free of structural defects as a result of milling or grading, for the lesser of (a) the lifetime of the Buyer, or (b) as long as the Buyer owns the home in which the LAUZON 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.

Normal relative humidity levels of 35-55% must be adhered to in order to avoid excessive drying or swelling of the wood. Even properly installed flooring, however, can experience some separation between boards and may experience some cracks on the surface at different times, particularly in extremely dry or humid areas. These separations or cracks are not covered by this warranty.

NOTE: TO MINIMIZE THE RISK FACTOR OF FRACTURES AND OTHER STRUCTURAL FAILURES TO YELLOW BIRCH CAUSED BY THE FLUCTUATIONS OF ITS MOISTURE CONTENT, WE RECOMMEND THE USE OF CLEATS WHEN INSTALLING THIS SPECIES OF FLOORING.

II. Twenty-five (25) Year Residential Polynium + Finish Limited Warranty

Our Classics Collection is coated with Polynium +, a polymerized titanium finish that is protected with a 25-year wear-through finish warranty from the date of purchase. LAUZON warrants to the Buyer that the Polynium + finish will not wear through to the wood for the lesser of (a) twenty-five (25) 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 Buyers follow the Buyer's Obligations in the LAUZON Classics Collection Installation Guide.

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

III. Five (5)-Year Polynium + with Titanium Traffic Commercial Finish

Lauson warrants, to the original purchaser, that the Polynium+ with Titanium Traffic finish applied on Classics Commercial hardwood floors with a Pearl finish will not wear through or separate from the wood surface for a period of five (5) years from the date of purchase.

Lauzon's 5-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 entryways or streets.

This warranty does NOT cover food establishments, bars or heavy traffic installations. Warranty coverage mandates proper installation of the floor, according to Lauzon's Installation Guide, 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.

Warranty Exclusions & Limitations

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 LAUZON Classics Collection Installation Guide, and any unauthorized repairs, refinishing, or removal of wood flooring
- Installation procedures which are not recommended for Classics hardwood flooring, such as floating and glue-down applications
- 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 LAUZON Classics Collection Installation Guide
- Use of LAUZON Classics flooring for means other than residential (Polynium +) or light commercial (Polynium + with Titanium Traffic) applications
- Indentations, scratches, stains or damage caused by negligence, water, fire, wet mopping, excessive dryness, pebbles, improper caster wheels, 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 LAUZON's installation instructions and with recognized trade techniques
- Improper surface preparation resulting in moisture-related problems

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. LAUZON shall not be liable for any loss or damage resulting from the use of the Classics Collection 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 LAUZON 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 Classics Collection 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 LAUZON 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, LAUZON, at its sole option, will repair or refinish said portion 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. Information such as proof of purchase, this Classics Step-by-Step Installation Guide & Warranty and the portion of your LAUZON hardwood flooring packaging that includes the product description must be produced. LAUZON 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
- LAUZON Classics Step-by-Step Installation Guide & Warranty

THESE LIMITED WARRANTIES APPLY EXCLUSIVELY TO LAUZON'S CLASSICS COLLECTION PRODUCTS AND NOT TO ANY OTHER PRODUCT.

Lauzon Classics Collection

Quality for Life

Provided that you take good care of your Lauzon premium hardwood floor and follow our recommended guidelines (please refer to the Classics Collection Step-by-Step Installation Guide & Warranty, packaged with the product and also available on our web site), we guarantee you will enjoy its beauty and elegance for years to come.

Use LAUZON specialty products for safe, quick and easy touch up and maintenance:

- *LAUZON Quality Care - Maintenance products*
- *LAUZON Touch-up Kits*
- *LAUZON Stain Colors*
- *LAUZON Clear Hardwood Finish*

It's important that you register your warranty to ensure complete after-sales satisfaction. You can do so on our web site. We invite you to visit our web site in any case, to review our complete offering of products and services and to get valuable maintenance tips for your new floor.

www.lauzonflooring.com



LAUZON
Distinctive Hardwood Flooring