DURAVANA® RESIDENTIAL LIMITED WARRANTY

Lumber Liquidators, Inc. (“LL”) (“we,” “us,” and “our”) provides this Residential Limited Warranty for all Duravana hybrid resilient flooring products (“Product” or “flooring”).

1. Introduction & Legal Rights

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary by state. This Limited Warranty contains an arbitration agreement and a class action waiver (see Section 11). To the fullest extent permitted by law, all implied warranties, including merchantability and fitness for a particular purpose, are limited to the duration of this Limited Warranty. Some states do not allow limitations on implied warranties, so these limitations may not apply to you. Our responsibility for defective flooring is limited to the replacement of the defective portion of the product, as described in this Limited Warranty.

2. Who Is Covered

This Limited Warranty applies to the original purchaser of Duravana flooring. This Limited Warranty applies only to residential use, meaning installation in a single-family home, townhouse, condominium unit, or apartment. It does not apply to commercial or industrial use, common areas, or any location with foot traffic beyond normal residential levels.

3. Warranty Activation

This Limited Warranty is automatically activated for the original purchaser at the time of purchase. No registration is required. The original sales order serves as proof of purchase and proof of warranty coverage.

4. Period of Coverage

This Limited Warranty begins on the date of purchase and lasts for the lifetime of the original purchaser for all Duravana flooring. If we repair or replace flooring, the warranty period does not restart or extend.

5. What This Limited Warranty Covers

- **A. Finish Wear:** Finish wear from normal residential use that results in exposure of the decorative layer.
- **B. Product Structure:** The Product will be free of manufacturing defects in materials and workmanship.
- **C. Light Fading:** The Product will not fade due to sunlight or electrical light exposure under normal residential conditions of use.
- **D. Limited Waterproof Warranty:** The structural integrity of the Product will not be significantly diminished by exposure to topical moisture or topical water during the Limited Warranty Period under normal residential use conditions. This coverage applies only to the Product and does not warrant that the subfloor, premises, or other property will be protected from water damage.
- **E. Limited Leakproof Seam Warranty:** For twenty-four (24) hours, seams where planks connect at the short and long sides will not allow water to penetrate between connected flooring units when the locking mechanism is correctly engaged. This coverage applies only to the Product and does not warrant that the subfloor, premises, or other property will be protected from water damage.
- **F. Limited Pet Stain Warranty:** For twenty-four (24) hours, the Product will resist staining and damage caused by vomit, urine, and feces of domestic pets occurring during normal residential use, subject to timely attention and compliance with the Installation & Care Requirements. This coverage applies only to the Product.

- **G. Delamination:** The Product will not delaminate under normal residential use conditions.

6. Exclusions

This Limited Warranty does not cover defects or damage resulting from any of the following:

- **Installation or Maintenance Failures:** Failure to follow the Installation Instructions or Care Requirements; improper site conditions, subfloor preparation, acclimation, moisture testing, tools, moisture barriers, underlayments, installation methods, transportation, storage, maintenance, modification, or unauthorized repair; or installation of flooring with visible defects.
- **Moisture and Environmental Conditions:** Flooding, standing water, hydrostatic pressure, plumbing or appliance leaks, excessive or trapped moisture, subfloor moisture, humidity imbalance, mold, mildew, alkalinity, or moisture exposure not expressly covered by Section 5; extreme heat, excessive dryness, sand, grit, or other environmental conditions outside Product requirements.
- **Normal Wear or Physical Damage:** Scratches, dents, gouges, indentations, rolling-load or caster damage, damage from furniture, appliances, tools, heels, toys, pet nails or claws, accidents, misuse, abuse, or abnormal wear.
- **Appearance and Finish Conditions:** Gloss reduction or loss of gloss or glaze; color or shade variations; differences between flooring, samples, photographs, replacement material, cabinets, trim, or other products; and damage caused by sanding, refinishing, or applying another finish.
- **Improper Use:** Exterior, outdoor, or partially outdoor installations; use on ceilings, furniture, countertops, or for any purpose other than flooring; use of rubber-backed or otherwise incompatible mats; or installation over radiant heat that does not comply with the applicable requirements.
- **Damage to Other Property or Fixed Fixtures:** Damage to the subfloor, underlayment, walls, structures, fixtures, furniture, moldings, trims, radiant-heating components, or other property; and costs associated with removing or replacing countertops, cabinets, built-in appliances, or other fixtures installed over the flooring.
- **Product Types Not Covered:** Odd lots, products sold “AS-IS,” and products not purchased directly from Lumber Liquidators.

7. Installation & Care Requirements

To maintain coverage under this Limited Warranty, you must meet all applicable Installation & Care Requirements. Failure to comply with an applicable requirement voids coverage for any condition caused or contributed to by that failure.

- **A. Storage & Handling:** Store and transport the flooring as required by the applicable Duravana Installation Instructions and protect it from moisture, extreme temperatures, damage, and improper conditions.
- **B. Pre-Installation Requirements:** Before installing any flooring, confirm that the jobsite, subfloor, and environmental conditions meet all applicable industry standards and Product requirements. Perform all required moisture testing and ensure the subfloor is structurally sound, clean, dry, flat, and properly prepared.
- **C. Inspection of Flooring:** Inspect each plank for visible defects before installation. Do not install flooring with visible defects; installation constitutes acceptance. Step back frequently during installation to evaluate overall appearance. If any quality concerns arise, stop installation immediately and contact Lumber Liquidators at 1-800-HARDWOOD (option 2).
- **D. Installation Requirements:** Follow all applicable Duravana Installation Instructions exactly as written, including requirements for the locking system, moisture protection, underlayment, expansion space, transitions, tools, environmental conditions, and radiant heat.

- **E. Care & Maintenance:** Follow all applicable Duravana Care & Maintenance Instructions. Promptly clean spills and pet accidents, use appropriate floor protectors and compatible mats, and protect the flooring from scratches, dents, rolling loads, excessive moisture, and improper cleaners or equipment.

8. Remedies

If a covered defect is confirmed, we will provide replacement flooring for the defective portion only, excluding labor and installation costs. Replacement flooring may differ in appearance due to natural aging or variation. If the original product is unavailable, we will provide a product of similar value. We may require samples, photographs, or an on-site inspection.

9. How to File a Warranty Claim

To file a claim, contact Lumber Liquidators by calling 1-800-HARDWOOD (option 2) or emailing customercareteam@lumliq.com. Claims must be submitted within the warranty period and within 90 days of discovering the issue.

10. Limitations of Liability

The remedies described in Section 8 are your sole and exclusive remedies. Our liability will not exceed the amount paid for the defective portion of the flooring. We are not liable for indirect, incidental, consequential, or special damages, including labor, removal, reinstallation, temporary housing, storage, or damage to fixtures. Some states do not allow exclusion of incidental or consequential damages, so these limitations may not apply.

11. Dispute Resolution

A. No Class Actions: Disputes must be resolved individually. No class, collective, or representative actions are permitted.

B. Arbitration: If a dispute cannot be resolved informally within 30 days, it must be resolved through binding arbitration administered by the American Arbitration Association in the U.S. city nearest the Lumber Liquidators store where the Product was purchased.

12. General Provisions

Section headings are for convenience only. If any provision is unenforceable, the remaining provisions remain in effect. No salesperson or representative may modify this Limited Warranty. Only a written amendment signed by an authorized officer of Lumber Liquidators may change these terms.

Lumber Liquidators, Inc.
2350 W.O. Smith Drive
Lawrenceburg, TN 38464

DURAVANA® LIGHT COMMERCIAL LIMITED WARRANTY

Lumber Liquidators, Inc. ("LL") ("we," "us," and "our") provides this Light Commercial Limited Warranty for all Duravana hybrid resilient flooring products ("Product" or "flooring").

1. Introduction & Legal Rights

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary by state. This Limited Warranty contains an arbitration agreement and a class action waiver (see Section 11). To the fullest extent permitted by law, all implied warranties, including merchantability and fitness for a particular purpose, are limited to the duration of this Limited Warranty. Some states do not allow limitations on implied warranties, so these limitations may not apply to you. Our responsibility for defective flooring is limited to the replacement of the defective portion of the product, as described in this Limited Warranty.

2. Who Is Covered

This Limited Warranty applies to the original purchaser of Duravana flooring installed in approved Light Commercial environments and is not transferable. Light Commercial use means areas with light to moderate foot traffic and light to moderate caster-chair use where caster chairs use soft, wide wheels designed for hard-surface flooring or appropriate hard-surface chair mats, and where the flooring is not exposed to heavy chemicals, acids, greases, or similar contaminants. Examples include professional offices, lobbies, waiting rooms, hallways, banks, conference and meeting rooms, small retail stores, salons, jewelry stores, dressing rooms, apartment lobbies and common areas, and connecting hallways and offices. Heavy commercial, excessive-heavy, and industrial uses are not covered.

3. Warranty Activation

This Limited Warranty is automatically activated for the original purchaser at the time of purchase. No registration is required. The original sales order serves as proof of purchase and proof of warranty coverage.

4. Period of Coverage

Light Commercial Warranty Period: For installations in approved Light Commercial environments (as defined in Section 2), the warranty period is determined by Duravana Product thickness:

Duravana Product	Light Commercial Warranty
8 mm Duravana	25 Years
9 mm Duravana	30 Years

The warranty period begins on the date of purchase. If we repair or replace flooring, the warranty period does not restart or extend.

5. What This Limited Warranty Covers

- **A. Finish Wear:** Finish wear from normal Light Commercial use that results in exposure of the decorative layer.
- **B. Product Structure:** The Product will be free of manufacturing defects in materials and workmanship.
- **C. Light Fading:** The Product will not fade due to sunlight or electrical light exposure under normal Light Commercial conditions of use.
- **D. Limited Waterproof Warranty:** The structural integrity of the Product will not be significantly diminished by exposure to topical moisture or topical water during the Limited Warranty Period under

normal Light Commercial use conditions. This coverage applies only to the Product and does not warrant that the subfloor, premises, or other property will be protected from water damage.

- **E. Limited Leakproof Seam Warranty:** For twenty-four (24) hours, seams where planks connect at the short and long sides will not allow water to penetrate between connected flooring units when the locking mechanism is correctly engaged. This coverage applies only to the Product and does not warrant that the subfloor, premises, or other property will be protected from water damage.
- **F. Limited Pet Stain Warranty:** For twenty-four (24) hours, the Product will resist staining and damage caused by vomit, urine, and feces of domestic pets occurring during normal Light Commercial use, subject to timely attention and compliance with the Installation & Care Requirements. This coverage applies only to the Product.
- **G. Delamination:** The Product will not delaminate under normal Light Commercial use conditions.

6. Exclusions

This Limited Warranty does not cover defects or damage resulting from any of the following:

- **Installation or Maintenance Failures:** Failure to follow the Installation Instructions or Care Requirements; improper site conditions, subfloor preparation, acclimation, moisture testing, tools, moisture barriers, underlayments, installation methods, transportation, storage, maintenance, modification, or unauthorized repair; or installation of flooring with visible defects.
- **Moisture and Environmental Conditions:** Flooding, standing water, hydrostatic pressure, plumbing or appliance leaks, excessive or trapped moisture, subfloor moisture, humidity imbalance, mold, mildew, alkalinity, or moisture exposure not expressly covered by Section 5; extreme heat, excessive dryness, sand, grit, or other environmental conditions outside Product requirements.
- **Normal Wear or Physical Damage:** Scratches, dents, gouges, indentations, rolling-load or caster damage, damage from furniture, appliances, tools, heels, toys, pet nails or claws, accidents, misuse, abuse, or abnormal wear.
- **Appearance and Finish Conditions:** Gloss reduction or loss of gloss or glaze; color or shade variations; differences between flooring, samples, photographs, replacement material, cabinets, trim, or other products; and damage caused by sanding, refinishing, or applying another finish.
- **Improper Use:** Exterior, outdoor, or partially outdoor installations; use on ceilings, furniture, countertops, or for any purpose other than flooring; use of rubber-backed or otherwise incompatible mats; or installation over radiant heat that does not comply with the applicable requirements.
- **Uses Outside Light Commercial Coverage:** Heavy commercial, excessive-heavy, industrial, or other use outside the approved Light Commercial definition in Section 2, including forklift use, industrial plants, heavy chemicals, acids, greases, extra-heavy static or dynamic loads, or casters bearing extra-heavy loads.
- **Damage to Other Property or Fixed Fixtures:** Damage to the subfloor, underlayment, walls, structures, fixtures, furniture, moldings, trims, radiant-heating components, or other property; and costs associated with removing or replacing countertops, cabinets, built-in appliances, or other fixtures installed over the flooring.
- **Product Types Not Covered:** Odd lots, products sold “AS-IS,” and products not purchased directly from Lumber Liquidators.

7. Installation & Care Requirements

To maintain coverage under this Limited Warranty, you must meet all applicable Installation & Care Requirements. Failure to comply with an applicable requirement voids coverage for any condition caused or contributed to by that failure.

- **A. Storage & Handling:** Store and transport the flooring as required by the applicable Duravana Installation Instructions and protect it from moisture, extreme temperatures, damage, and improper conditions.
- **B. Pre-Installation Requirements:** Before installing any flooring, confirm that the jobsite, subfloor, and environmental conditions meet all applicable industry standards and Product requirements. Perform all required moisture testing and ensure the subfloor is structurally sound, clean, dry, flat, and properly prepared.
- **C. Inspection of Flooring:** Inspect each plank for visible defects before installation. Do not install flooring with visible defects; installation constitutes acceptance. Step back frequently during installation to evaluate overall appearance. If any quality concerns arise, stop installation immediately and contact Lumber Liquidators at 1-800-HARDWOOD (option 2).
- **D. Installation Requirements:** Follow all applicable Duravana Installation Instructions exactly as written, including requirements for the locking system, moisture protection, underlayment, expansion space, transitions, tools, environmental conditions, and radiant heat.
- **E. Care & Maintenance:** Follow all applicable Duravana Care & Maintenance Instructions. Promptly clean spills and pet accidents, use appropriate floor protectors and compatible mats, and protect the flooring from scratches, dents, rolling loads, excessive moisture, and improper cleaners or equipment.

8. Remedies

If a covered defect is confirmed, we will provide replacement flooring for the defective portion only, excluding labor and installation costs. Replacement flooring may differ in appearance due to natural aging or variation. If the original product is unavailable, we will provide a product of similar value. We may require samples, photographs, or an on-site inspection.

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10. Limitations of Liability

The remedies described in Section 8 are your sole and exclusive remedies. Our liability will not exceed the amount paid for the defective portion of the flooring. We are not liable for indirect, incidental, consequential, or special damages, including labor, removal, reinstallation, temporary housing, storage, or damage to fixtures. Some states do not allow exclusion of incidental or consequential damages, so these limitations may not apply.

11. Dispute Resolution

A. No Class Actions: Disputes must be resolved individually. No class, collective, or representative actions are permitted.

B. Arbitration: If a dispute cannot be resolved informally within 30 days, it must be resolved through binding arbitration administered by the American Arbitration Association in the U.S. city nearest the Lumber Liquidators store where the Product was purchased.

12. General Provisions

Section headings are for convenience only. If any provision is unenforceable, the remaining provisions remain in effect. No salesperson or representative may modify this Limited Warranty. Only a written amendment signed by an authorized officer of Lumber Liquidators may change these terms.

Lumber Liquidators, Inc.
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