DREAMHOME TRADITIONAL LAMINATE FLOORING LIMITED RESIDENTIAL WARRANTY

Lumber Liquidators, Inc. (“LL”) (“we,” “us,” and “our”) provides this Residential Limited Warranty for Traditional Laminate 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 the Product and only to residential use 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. This Limited Warranty is not transferable.

3. Warranty Activation

This Limited Warranty is automatically activated for the original purchaser on the date of purchase. No registration is required. The original sales order serves as proof of purchase and 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 as long as the original purchaser owns the flooring. If we repair or replace flooring, the warranty period does not restart or extend.

5. What This Limited Warranty Covers

During the Limited Warranty Period and subject to all terms, exclusions, and requirements in this Limited Warranty, LL warrants the following:

- Finish Wear: The factory-applied finish will not wear through under normal residential use to the point that the decorative layer is exposed. Gloss reduction, scratches, dents, and changes in appearance are not wear-through.
- Structural Integrity: The Product will be free from manufacturing defects in materials and workmanship under normal residential use.
- Delamination: The Product will not delaminate under normal residential use.
- Locking System: The click-lock system will not fail under normal residential use when properly installed and maintained.
- Light Fading: The Product will not experience abnormal fading from sunlight or artificial light under normal residential conditions.

6. Exclusions

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

- Failure to follow the applicable Installation Instructions or Care & Maintenance Instructions.
- Improper jobsite conditions, subfloor preparation, acclimation, moisture testing, underlayment, vapor protection, expansion spacing, transitions, or installation method.
- Installation of flooring with visible defects.
- Flooding, standing water, plumbing or appliance leaks, hydrostatic pressure, excessive subfloor moisture, moisture from below or around the flooring, mold, mildew, trapped moisture, wet mopping, steam cleaning, spills, pet accidents, or other topical moisture exposure.
- Failure to maintain the temperature and relative-humidity ranges stated in the applicable Installation and Care Instructions.
- Scratches, dents, gouges, chips, gloss reduction, stains, burns, rolling-load damage, furniture or appliance damage, pet-claw damage, or damage from improper mats.
- Color or shade variation among planks, samples, photographs, replacement flooring, or existing flooring.
- Accidents, abuse, misuse, neglect, modification, unauthorized repair, transportation, or improper storage.
- Exterior, outdoor, partially outdoor, or non-climate-controlled installations.
- Use on ceilings, furniture, countertops, or applications not expressly permitted by the Installation Instructions.
- Odd-lot, clearance, or “AS-IS” flooring, and products not purchased directly from LL.
- Radiant-heat damage where the Product or installation is not approved for radiant heat or does not comply with the applicable instructions.
- Removal or replacement of cabinets, countertops, built-in appliances, fixtures, or other items installed over or adjacent to the flooring.

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 may void coverage for a claim caused by or related to that failure.

- Transport and store the Product in accordance with the applicable Installation Instructions and protect it from moisture, extreme temperatures, and damage.
- Before installation, confirm that the jobsite, subfloor, and environmental conditions meet applicable Product requirements; perform required moisture testing; and ensure the subfloor is structurally sound, clean, dry, flat, and properly prepared.
- Inspect each plank before installation. Do not install flooring with visible defects. Installation constitutes acceptance of visible appearance and condition. If a quality concern arises, stop installation and contact LL at 1-800-HARDWOOD (press 2).
- Follow the applicable Installation Instructions exactly, including requirements for acclimation, moisture barriers, underlayment, tools, expansion gaps, transitions, and environmental conditions.
- Follow the applicable Care & Maintenance Instructions, promptly clean spills and pet accidents, use appropriate hard-surface flooring cleaners and floor protection, and do not use prohibited cleaning methods or products.

8. Remedies

If a covered defect is confirmed, we will provide replacement flooring for the defective portion only, excluding labor, installation, removal, disposal, and related costs. Replacement flooring may differ in appearance. If the original Product is unavailable, we may provide a Product of similar value. We may require photographs, samples, records, testing, or an on-site inspection before determining coverage. Replacement is the sole remedy under this Limited Warranty.

9. How to File a Warranty Claim

To file a claim, visit the store where you purchased the flooring, call 1-800-HARDWOOD (press 2), or email Customercare@lumliq.com. Claims must be submitted during the Limited Warranty Period and within ninety (90) days after the issue is first discovered. You must provide the original sales order and accurate, complete information reasonably requested to evaluate the claim.

10. Limitations of Liability

The remedy described in Section 8 is your sole and exclusive remedy. To the fullest extent permitted by law, our liability will not exceed the amount paid for the defective portion of the Product. We are not liable for indirect, incidental, consequential, special, exemplary, or punitive damages, including labor, removal, reinstallation, temporary housing, lost time, storage, damage to the subfloor or structure, or removal or replacement of cabinets, countertops, appliances, fixtures, or other property. Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

11. Dispute Resolution

A. No Class Actions: Disputes must be resolved individually. No class, collective, consolidated, mass, representative, or private-attorney-general actions are permitted.

B. Arbitration: Before initiating arbitration, you and LL must attempt in good faith to resolve the dispute informally for thirty (30) days. If not resolved, the dispute will be decided by binding arbitration administered by the American Arbitration Association in the U.S. city nearest the LL store where the Product was purchased. The arbitrator may resolve only the individual dispute and may not modify this Limited Warranty or combine claims involving more than one person.

12. General Provisions

Section headings are for convenience only. If any provision is found unenforceable, the remaining provisions remain in effect. Product samples, descriptions, advertisements, and statements by sales representatives are for general information and do not modify this Limited Warranty. No salesperson, store manager, account representative, distributor, or other representative may establish, expand, or modify this Limited Warranty. Only a written amendment titled “Amendment to Limited Warranty” and signed by an authorized officer of Lumber Liquidators may change these terms. LL may change warranties prospectively for future sales.

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

DREAMHOME TRADITIONAL LAMINATE FLOORING LIMITED COMMERCIAL WARRANTY

Lumber Liquidators, Inc. (“LL”) (“we,” “us,” and “our”) provides this Limited Commercial Warranty for Traditional Laminate Flooring products (“Product” or “flooring”).

1. Introduction & Legal Rights

This Limited Commercial Warranty gives you specific legal rights, and you may also have other rights that vary by state. This Limited Commercial 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 Commercial 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 Commercial Warranty.

2. Who Is Covered

This Limited Commercial Warranty applies to the original purchaser of Traditional Laminate Flooring for approved light commercial use. It does not extend to any subsequent owner or transferee and is not transferable.

Light Commercial Use: Light commercial use means areas with light to moderate foot traffic and light to moderate caster-chair use when appropriate hard-surface caster wheels or chair mats are used. Examples include professional offices, lobbies, waiting rooms, hallways, banks, conference rooms, meeting rooms, small retail stores, salons, jewelry stores, dressing rooms, apartment lobbies, common areas, and connecting hallways and offices. This Limited Commercial Warranty does not apply to heavy commercial, excessive heavy, or industrial use.

3. Warranty Activation

This Limited Commercial 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 Commercial Warranty begins on the date of purchase and lasts for ten (10) years for approved light commercial use. If we repair or replace flooring, the warranty period does not restart or extend.

5. What This Limited Commercial 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 artificial light exposure under normal light commercial conditions of use.
- **D. Delamination:** The Product will not delaminate under normal light commercial use conditions.

6. Exclusions

This Limited Commercial 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, extreme heat, excessive dryness, sand, grit, or other environmental conditions outside Product requirements.
- **Heavy Commercial, Excessive Heavy, or Industrial Use:** Heavy or excessive traffic or caster use; portable furnishings, equipment, or appliances with hard wheels or concentrated point loads; forklifts; industrial plants; extra-heavy static or dynamic loads; or environments involving heavy chemicals, acids, greases, food grease, or similar contaminants.
- **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 except where expressly permitted by the applicable Installation Instructions; use of rubber-backed or otherwise incompatible mats; or installation over radiant heat that does not comply with 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 Commercial 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 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 Traditional Laminate Flooring 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 Traditional Laminate Flooring Care & Maintenance Instructions. Use appropriate floor protectors, hard-surface caster wheels or chair mats, 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 aging or variation. If the original Product is unavailable, we will provide a Product of similar value. We may require samples, photographs, technical analysis, 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, business interruption, lost profits, loss of use, temporary relocation, 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 Commercial Warranty. Only a written amendment signed by an authorized officer of Lumber Liquidators may change these terms.

Lumber Liquidators, Inc.
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