VIRGINIA MILLWORKS RESIDENTIAL LIMITED WARRANTY

Lumber Liquidators, Inc. (“LL”) (“we,” “us,” and “our”) provides this Residential Limited Warranty for all Virginia Millworks solid and engineered hardwood 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 Virginia Millworks 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 fifty (50) years for all Virginia Millworks solid and engineered hardwood 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 bare wood.

B. **Manufacturer’s Waste Beyond Grade Allowance**: This Limited Warranty covers manufacturer’s waste that exceeds the allowable percentage for the grade purchased. Manufacturer’s waste means boards with natural or manufacturing variances outside the tolerance for the designated grade. Allowable manufacturer’s waste: Select Grade up to 8%; Natural Grade up to 10%; Character/Millrun Grades up to 15%; Rustic up to 20%; utility grade up to 30%. Cutting allowance is not a defect and is not covered.

C. **Structural Integrity (Delamination):** The flooring will not delaminate under normal residential use.

6. Exclusions

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

A. Installation or maintenance failures

- Failure to follow Installation Instructions or Care Requirements
- Improper site conditions, subfloor preparation, acclimation, or moisture testing
- Improper tools, adhesives, fasteners, or installation methods
- Installation of boards with visible defects

B. Moisture and Environmental Conditions

- Moisture from spills, leaks, wet mopping, pets, subfloor moisture, or humidity imbalance
- Mold, mildew, or damage from trapped moisture
- Relative humidity outside **30%–50%** or temperature outside **60°F–80°F**
- Seasonal homes or unoccupied structures without climate control

C. Natural Characteristics

- Color changes from aging or sunlight
- Natural variations in grain, tone, knots, or mineral streaks
- Seasonal expansion or contraction causing small gaps

D. Improper Use

- Use on ceilings, furniture, or countertops
- Use of rubber-backed or incompatible mats
- Damage from furniture, appliances, rolling loads, or pet nails

E. Exterior or Outdoor Installations

This Limited Warranty does not cover exterior, outdoor, or partially outdoor installations or uses of the product, including but not limited to covered porches, sunrooms without climate control, patios, or any area exposed to weather, moisture, or temperature fluctuations beyond normal indoor residential conditions.

F. Product Types Not Covered

- Odd lots or “AS-IS” products
- Purchases not made directly from LL

7. Installation & Care Requirements

To maintain coverage under this Limited Warranty, you must meet all the following Installation & Care Requirements. Failure to comply with any requirement in this section voids this Limited Warranty.

A. Storage & Handling

- Store flooring in a fully enclosed, climate-controlled environment prior to installation.

- Protect the product from moisture, extreme temperatures, pests, and any conditions that may cause damage or dimensional change.

B. Pre-Installation Requirements
Before installing a single board, you or your installer must:

- Confirm that the jobsite, subfloor, and environmental conditions meet all applicable industry standards and product requirements.
- Perform all required **moisture testing** of the subfloor and flooring using industry-accepted methods.
- Ensure the subfloor is structurally sound, clean, dry, flat, and properly prepared.
- Verify that the product is suitable for the installation method and location.

C. Inspection of Flooring

- Inspect each board for visible defects **before installation**.
- Do not install boards 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 us at **1-800-HARDWOOD** (press 2).

D. Installation Requirements

- Follow all **Installation Instructions** exactly as written, including requirements for:
  - Moisture barriers and underlayments
  - Fasteners, adhesives, and tools
  - Expansion gaps and perimeter spacing
  - Acclimation procedures
- Follow all applicable **NWFA installation standards**.

E. Environmental Conditions (Before, During & After Installation)
To ensure proper performance, indoor conditions must be maintained at:

- **Relative Humidity:** 30%–50%
- **Temperature:** 60°F–80°F
- **Humidity fluctuation:** Not to exceed a 20% swing over time

These conditions must be maintained **year-round**, including in seasonal homes.
Failure to maintain proper environmental conditions voids this Limited Warranty.

F. Care & Maintenance

- Follow all Care & Maintenance Instructions available at www.lumberliquidators.com.
- Use only cleaning products approved for hardwood flooring.
- Avoid wet mopping, steam cleaning, or excessive water exposure.
- Use protective pads under furniture and mats at exterior doors (avoid rubber-backed mats).
- Maintain proper humidity to minimize seasonal gapping or movement.

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: visit the store where you purchased your flooring, call 1-800-HARDWOOD (press 2), or email Customercare@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 LL 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 St.
Lawrenceburg, TN 38464

VIRGINIA MILLWORKS ® LIGHT COMMERCIAL LIMITED WARRANTY

Lumber Liquidators, Inc. (“LL”) (“we,” “us,” and “our”) provides this Light Commercial Limited Warranty for all Virginia Millworks solid and engineered hardwood flooring products (“Product” or “flooring”) installed in approved Light Commercial environments.

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 Virginia Millworks flooring. This Limited Warranty applies only to approved Light Commercial use, meaning installation in environments with moderate foot traffic such as professional offices, boutique retail spaces, hotel guest rooms, conference rooms, and similar spaces. It does not apply to heavy commercial or industrial use.

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 five (5) years for all Virginia Millworks solid and engineered hardwood flooring installed in approved Light Commercial environments. 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-through from normal Light Commercial use that results in exposure of bare wood.

B. **Manufacturer’s Waste Beyond Grade Allowance:** This Limited Warranty covers manufacturer’s waste that exceeds the allowable percentage for the grade purchased. Manufacturer’s waste means boards with natural or manufacturing variances outside the tolerance for the designated grade. Allowable manufacturer’s waste: Select Grade up to 8%; Natural Grade up to 10%; Character/Millrun Grades up to 15%; Rustic up to 20%; utility grade up to 30%. Cutting allowance is not a defect and is not covered.

C. **Structural Integrity (Delamination):** The flooring will not delaminate under normal Light Commercial use.

6. Exclusions

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

A. Installation or maintenance failures

- Failure to follow Installation Instructions or Care Requirements
- Improper site conditions, subfloor preparation, acclimation, or moisture testing
- Improper tools, adhesives, fasteners, or installation methods
- Installation of boards with visible defects

B. Moisture and Environmental Conditions

- Moisture from spills, leaks, wet mopping, pets, subfloor moisture, or humidity imbalance
- Mold, mildew, or damage from trapped moisture
- Relative humidity outside **30%–50%** or temperature outside **60°F–80°F**
- Seasonal homes or unoccupied structures without climate control

C. Natural Characteristics

- Color changes from aging or sunlight
- Natural variations in grain, tone, knots, or mineral streaks
- Seasonal expansion or contraction causing small gaps

D. Improper Use

- Use on ceilings, furniture, or countertops
- Use of rubber-backed or incompatible mats
- Damage from furniture, appliances, rolling loads, or pet nails

E. Exterior or Outdoor Installations

This Limited Warranty does not cover exterior, outdoor, or partially outdoor installations or uses of the product, including but not limited to covered porches, sunrooms without climate control, patios, or any area exposed to weather, moisture, or temperature fluctuations beyond normal indoor Light Commercial conditions.

F. Product Types Not Covered

- Odd lots or “AS-IS” products
- Purchases not made directly from LL

7. Installation & Care Requirements

To maintain coverage under this Limited Warranty, you must meet all the following Installation & Care Requirements. Failure to comply with any requirement in this section voids this Limited Warranty.

A. Storage & Handling

- Store flooring in a fully enclosed, climate-controlled environment prior to installation.
- Protect the product from moisture, extreme temperatures, pests, and any conditions that may cause damage or dimensional change.

B. Pre-Installation Requirements

Before installing a single board, you or your installer must:

- Confirm that the jobsite, subfloor, and environmental conditions meet all applicable industry standards and product requirements.
- Perform all required **moisture testing** of the subfloor and flooring using industry-accepted methods.
- Ensure the subfloor is structurally sound, clean, dry, flat, and properly prepared.
- Verify that the product is suitable for the installation method and location.

C. Inspection of Flooring

- Inspect each board for visible defects **before installation**.
- Do not install boards 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 us at **1-800-HARDWOOD (press 2)**.

D. Installation Requirements

- Follow all **Installation Instructions** exactly as written, including requirements for:
  - Moisture barriers and underlayments
  - Fasteners, adhesives, and tools
  - Expansion gaps and perimeter spacing
  - Acclimation procedures
- Follow all applicable **NWFA installation standards**.

E. Environmental Conditions (Before, During & After Installation)

To ensure proper performance, indoor conditions must be maintained at:

- **Relative Humidity:** 30%–50%
- **Temperature:** 60°F–80°F
- **Humidity fluctuation:** Not to exceed a 20% swing over time

These conditions must be maintained **year-round**, including in Light Commercial spaces that may not be continuously occupied.

Failure to maintain proper environmental conditions voids this Limited Warranty.

F. Care & Maintenance

- Follow all Care & Maintenance Instructions available at www.lumberliquidators.com.
- Use only cleaning products approved for hardwood flooring.
- Avoid wet mopping, steam cleaning, or excessive water exposure.
- Use protective pads under furniture and mats at exterior doors (avoid rubber-backed mats).
- Maintain proper humidity to minimize seasonal gapping or movement.

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

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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 LL 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.

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Lawrenceburg, TN 38464