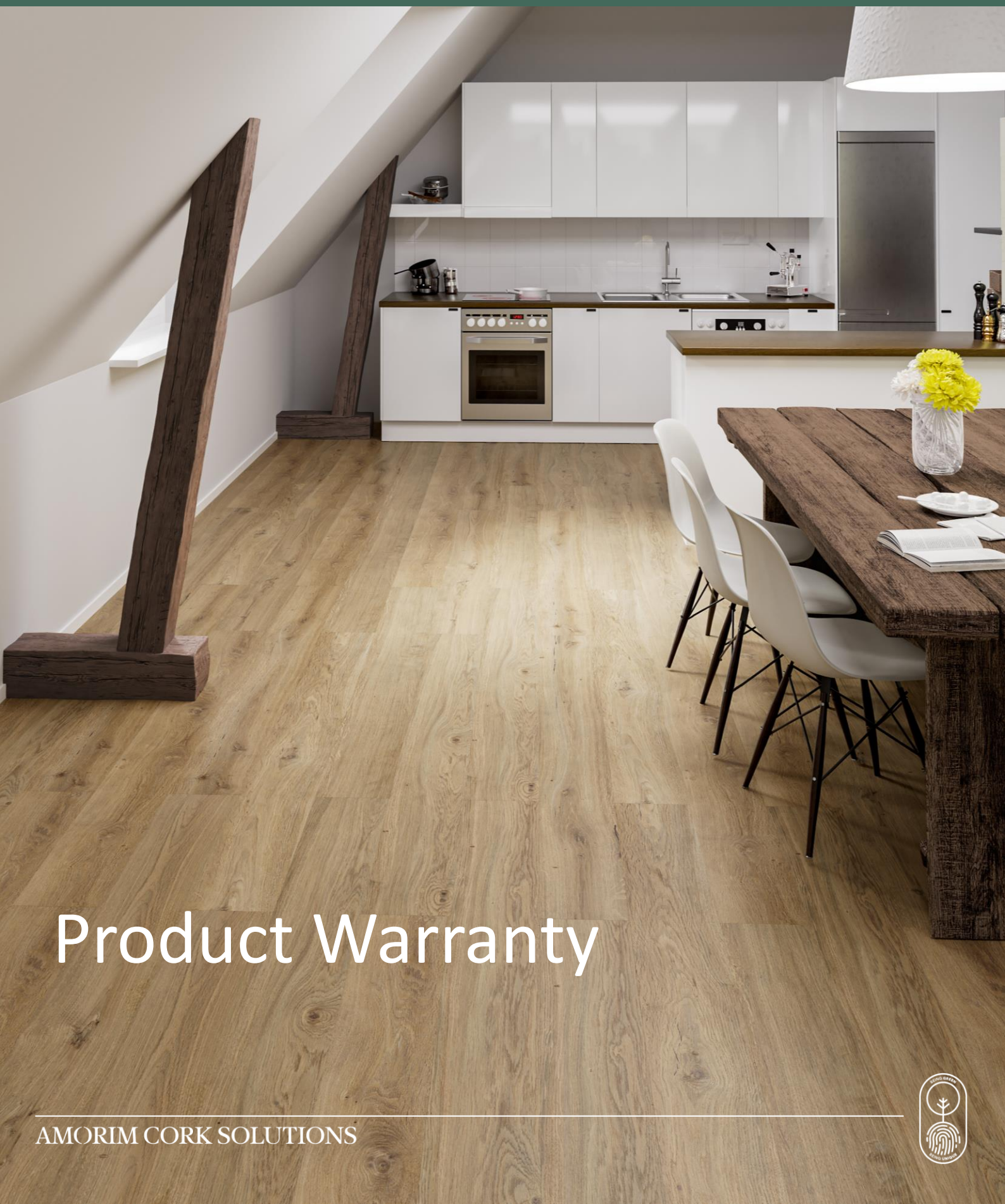
WICANDERS



Product Warranty

AMORIM CORK SOLUTIONS

We take pride in designing each of our products with the goal of providing the best flooring for your needs. In addition, we use the highest quality components and quality control techniques to ensure the reliability and long life of our products. No installer, dealer, agent, or employee has the authority to alter the terms and conditions of this Warranty. IMPORTANT: This Wicanders Warranty is applicable only if the Wicanders Installation and Maintenance instructions, which are part of the flooring packaging and the packaging for our auxiliary (adhesives, maintenance & cleaning) products and which in any case can be found in our website www.wicanders.com, are respected. In case there are any questions, contact us at: mail.acs.usa@amorim.com

1. QUALITY STANDARDS WARRANTY

We warrant that at time of delivery each of our flooring products meets the applicable Quality Standards, as follows:

Cork Go / **Cork** Essence / **Stone** Essence / **Cork** Start: EN16511/EN 14041;
Wood START Green Design: EN16511/EN 14041;
Wood Natural / **Wood** Natural XL / **Stone** Natural : EN16511/EN 14041;
Wood Hydro Natural / **Wood** Hydro Natural XL / **Stone** Hydro Natural : EN16511/EN 14041;
Wood Start Resist ECO / **Wood** Resist Eco: EN16511/ EN14041; **Cork** Inspire / **Wood** Inspire / **Wood** Inspire Natural / **Wood** Pro / **Stone** Inspire: EN16511/EN 14041;
Wood Bionatural XL / **Cork** Bionatural XL / **Stone** Bionatural: EN16511/EN 14041;

2. LIMITED WARRANTY (STRUCTURAL / WEAR / *WATERPROOF)

Whenever our Wicanders products are supplied as new and through approved outlets, we warrant that within the applicable period (after invoice date) indicated in the table below:

(i) Structural Limited Warranty. Our Wicanders floating floors are free from manufacturing defects

(ii) Wear Limited Warranty. The printed surface layer of the Wicanders floating floors will not wear. “Will not wear” is defined as 100% reduction of the printed surface layer over an area comprising of 5% or more of the total installed surface. Flooring installed with Wicanders products.

(iii) Waterproof Limited Warranty. Our Wicanders floating floors are 100% topically waterproof, assuring that the structural integrity of the floor plank will not exceed industry standards for structural integrity (dimensional stability) for a period not exceeding 48 hours when exposed to water. Moisture will not affect the floor's integrity within this time period, but exceeding those standards may promote mold and/or mildew growth, or other damage. This Warranty does not cover: (i) Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile; (ii) Damage resulting from mold & mildew growth due to prolonged exposure to water or moisture exceeding the designated length of time provided under this warranty; (iii) Flooring that is installed outdoors; (IV) This warranty does not include floods.

*Cork Go, Cork Essence, Stone Essence, Cork Start, Wood Start Green Design, Wood Start Resist Eco, Wood Resist Eco, Wood Natural, Wood Natural XL and Stone Natural are excluded from this waterproof warranty

RANGE	CORK	WOOD	STONE
cork Go	XTRAMATT-R 23 10		
cork Essence	Class 33 23 25 33 10		
cork Start	Class 33 23 25 33 10		
stone Essence			Class 33 23 25 33 10
stone Natural			Class 33 23 25 33 10
wood Start Green Design		Class 32 23 20 32 10	
wood Natural		Class 33 23 25 33 10	
wood Natural XL		Class 33 23 25 33 10	
wood Start Resist Eco		Class 32 23 20 32 10	
wood Resist Eco		Class 33 23 25 33 10	
cork Inspire	HRT 23 LIFETIME 33 10		
wood Inspire Natural		HRT 23 LIFETIME 33 10	
wood Pro		SRT 23 LIFETIME 34 10	
wood Inspire		HRT 23 LIFETIME 33 10	
stone Inspire			HRT 23 LIFETIME 33 10
wood Bionatural XL		HRT 23 LIFETIME 33 10	
cork Bionatural XL	HRT 23 LIFETIME 33 10		

3. EXTENDED WARRANTY COVERAGE

In the unlikely event that any of our products fail to perform according to the applicable warranty, we will, at our option, repair, refinish or replace such product with the same product or another one of equal value (at our selection), or refund the purchase price paid (if replacement or repair is not practical or cannot be made on a timely basis), as more specifically described below. A) During the first five (5) years of this Warranty (i) the defective flooring products will be replaced, (ii) the defective products will be removed and (iii) the replacement products will be installed, AT NO COST TO YOU or, at our option, provide a refund. B) After the initial five (5) years period (if applicable), we shall only provide all or part of the flooring products for replacement, according to the lifetime usage table below:

Period (years):	Warranty coverage:
0-5	100% of the Flooring Products for replacement + costs of removal and installation
6-10	75% of the Flooring Products for replacement (without costs of removal and installation)
11-20	50% of the Flooring Products for replacement (without costs of removal and installation)
21-25	25% of the Flooring Products for replacement (without costs of removal and installation)

4. EXCLUSIONS

This Warranty shall not apply in any of the following cases:

4.1. Installation not made according to procedures and without using the approved auxiliary products or improper or not recommended refurbishment (in each case as set forth in the Wicanders Installation and Maintenance instructions).

4.2. Improper subfloor patch, underlayments, or subfloors (please consult Wicanders Installation and Maintenance instructions).

4.3. Incorrect product choice for the flooring use or site conditions (please consult Wicanders Installation and Maintenance instructions).

4.4. Improper maintenance or use of unapproved auxiliary products (please consult Wicanders Installation and Maintenance instructions).

4.5. Products modified or repaired with products or methods of installation or repair not specifically recommended in the Wicanders Installation and Maintenance instructions or not specifically authorized by the manufacturer.

4.6. Extreme environmental conditions, meaning exposure to extreme heat, moisture, or dryness (more than 65%, less than 35% R.H).

4.7. Gloss change or loss is not considered surface wear.

4.8. Trivial or insubstantial visual defects, i.e., visual defects not perceptible at 5 feet stand up and 2 feet away, only perceptible in counter light, are not cover by this Warranty.

4.9. Roller chairs must comply with EN 12529 (Type W). Use protective mats under the rolling chairs.

4.10. Gaps on floating floors (> 0,20mm (1/128 inches) EN 14085) or less existing at the time of installation.

4.11. High commercial (Class 34) or industrial (Class 42) areas (although ISO 10874 classification allows it), will not be covered by this Warranty.

4.12. Wicanders product lines not specifically mentioned in paragraph 1. of this Warranty or any flooring products sold as “second choice”.

4.13. Accidents, abuse, misuse, blunt force, damage from heavy furniture or equipment used without sufficient protection, impact damage, hydrostatic pressure, scars from sharp or pointed objects, cuts, tears, scums, scratches, misuse, negligence, burns (cigars, candles, etc), water, erosion, spiked heel shoes, pet claws, pebbles, sand, or other abrasives.

4.14. Detectable defects verifiable prior to installation.

4.15. Difference in shade or color. Our flooring products are based on natural materials. We do not warrant any difference in shade or color between samples/photographs and the actual flooring, 1) within each batch or batch to batch, 2) due to exposure to sunlight, 3) resulting from replacement of a portion of your floor, 4) resulting from the different age and history of the same product reference/batch.

4.16. Squeaking in cork floors. Squeaking can be caused by several reasons: variations in relative humidity; subfloor not perfectly levelled; underlays or other type of “barriers” / layers below the flooring; Etc. Amorim is not responsible for noises from under the flooring.

4.17. Labor will be compensated on approved claims for installations by a licensed professional only.

4.18. Excluded from our warranty is damage caused by electric wheelchairs that may exceed our structural limits of PSI over our joint system. Installations of this type must be glued down and will be fully warranted.

5. CONDITIONS

This Warranty:

1) Is valid from the date of purchase (invoice date).
2) Applies only to flooring products in their original installation location.
3) Is applicable to products sold to the first end consumer and is not transferable
4) Shall expire if the product or installation is transferred or reinstalled.
5) For all products, it applies only if the care and maintenance instructions are strictly followed.
6) Applies to flooring used exclusively in interior residential and/or interior commercial applications that are submitted to normal traffic (according to the applicable product class) , except in saunas and permanent wet areas.

THIS IS A LIMITED WARRANTY. EXCEPT AS PROVIDED HEREIN, WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OTHER THAN AS EXPRESSLY PROVIDED HEREIN, UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE TO THE END-USER/PURCHASER OF OUR PRODUCTS OR ANY OTHER THIRD PERSON FOR ANY DIRECT OR INDIRECT DAMAGES (WHETHER CONSEQUENTIAL, INCIDENTAL, SPECIAL OR OTHERWISE, INCLUDING WITHOUT LIMITATION, LOST PROFITS) ARISING OUT OF ANY DEFECT IN OUR PRODUCTS.

This Limited Warranty gives you specific rights but does not affect any rights of any end user/purchaser provided by law. You may also have other rights under the law, which vary from Country to Country or State to State. Some countries do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

6. IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:

6.1. Promptly upon such detection, provide your supplier with written notice of the problem, proof of the purchase date, type and grade of the defective products and amount of flooring involved. Please document your communication and keep the information on file until your problem is resolved.

6.2.If you are not satisfied with your supplier recommendation, an authorized representative must inspect and verify the defect. We reserve the right to designate a representative to inspect the floor and remove samples for analysis. If such defect is verified, and confirmed by an authorized representative, we will proceed as described in point 2.

6.3. If your supplier is unable to solve the problem, contact mail.acs.usa@amorim.com