

# Residential Warranty Program

At QEP Company Inc., we stand behind our brands of floor products and are proud to offer the following Limited Lifetime Residential Finish Warranty.

## Who is covered under QEP's warranties?

- All warranties are given to the original retail purchaser of our products. All QEP warranties are non transferable.

## What is covered under my QEP warranty?

- The warranties described in this brochure are subject to product applications, limitations, disclaimers and exclusions. This warranty applies for all products purchased after January 1, 2010. All warranties are applied from the date of purchase.

## What is the homeowner responsible for?

- For warranty coverage, please retain your original sales receipt/invoice. Claims cannot be filed without this information.
- Please ensure the flooring is properly installed according to QEP guidelines. QEP is not responsible for products installed with visible defects.
- Interior temperature and humidity controls should be maintained year round. Interior temperature should be kept between 60-80 degrees F and RH should be between 35-55%.

## What is the process if a warranted condition occurs?

- If a warranted condition occurs with first quality goods, QEP will repair, replace (with like or comparable flooring) or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at QEP's sole discretion. If QEP has made reasonable attempts to remedy the problem and the problem is not solved, the purchase price of the effected area will be returned.

## What is covered under this warranty?

- Residential Warranty:** Residential Warranty: Applicable products will be free from manufacturing defects for as long as you own your home. (Examples of manufacturing defects are improper milling, grading or separation of plies which occur in recommended conditions.)
- Finish Warranty:** We warrant that under normal residential conditions and with proper maintenance, our finish will not wear through for as long as you own your home. Gloss reduction is not considered wear through. Therefore, it is not covered under the finish warranty. Finish wear through is defined as 100% finish removal over at least 3% of the area of a total QEP flooring installation.
- Refinishing Warranty:** QEP warrants that our prefinished Solid Products can be sanded and refinished up to three times and Engineered products can be sanded and refinished one time. This warranty is valid when performed by a professional sand and refinisher. Please note on surface textured products, sanding will alter handscraped/distressed appearance. On beveled edged products, stained color will remain on the beveled sides and ends.
- Radiant Heat Warranty:** Solid Products are not warranted for use over radiant heat systems. Please see warranty chart for information on Engineered products and approved species.

## Regarding all warranty coverage

- It is critical that all installations are done in compliance with the procedures outlined in the QEP installation instructions. Failure to install in accordance with the instructions will void all warranties.
- Only QEP floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only. Retain your receipts for all product and installation costs.
- No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If before installation you discover any flooring that has obvious defects please contact QEP, immediately and replacement flooring will be provided at no cost.
- Our product is not intended for a full bath installation.

## Exclusions

- All warranties are limited to the original purchaser.
- QEP cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- In order to maintain the recommended relative humidity (35%-55%) inside the home, installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Varying levels of humidity and temperature will affect the performance and appearance of wood flooring. Care should be taken to control the environment the flooring is exposed to. Heating season brings low humidity (dry air) that can lead to shrinkage, separation or squeaking in the wood floor. Non-heating season brings high humidity (humid/wet air) that can lead to expansion, cupping, buckling, or squeaking. Problems arising in flooring exposed to conditions outside of these parameters are not covered under QEP warranties.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not construed as defects. Nature's Trademarks leave no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, nor the normal minor differences between color samples and the color of installed floors. Due to the nature of hand scraping and unique distressing, these processes leave no two pieces the same. Samples may slightly vary from installed flooring. This is not a cause for a warranty claim.
- Only QEP approved cleaning and maintenance products are appropriate for use on our products. Use of non-QEP approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties. For textured/distressed/scraped products, it is recommended to vacuum and sweep before use of approved cleaner. For a current list of approved products please call 1-800-258-5758.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, dents, abrasives (salt, sand, glass etc.), rubbing, excessive heat or excessive dryness.
- Gloss reduction is not considered wear-through. Therefore, it is not covered under the finish warranty.
- The warranty does not cover color changes to any products which result from UV or artificial light. American Cherry, Walnut and imported exotics are especially susceptible and may darken or lighten due to UV or artificial light exposure. Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.
- Products designed as "bargain," "cabin grade," "seconds," "close-out," "off-goods," "non-standard" are sold AS IS. These products while structurally sound are not first quality, however will provide a serviceable floor but no other warranties are implied or given by the manufacturer.
- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- QEP's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. QEP will repair, replace (with like or comparable flooring) or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at QEP discretion. If QEP has made reasonable attempts to remedy the problem, the purchase price of the effected area will be returned.
- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wet-mopping is excluded.
- The use of putties during and after the installation of hardwood flooring is considered normal and is not cause for a claim against this warranty.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HERE OF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO WARRANTIES FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL QEP BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- No installer, retailer, distributor, agent or employee of QEP has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights which vary from state to state.
- If you need to file a claim under this warranty, first contact your QEP retailer, or write to us at: QEP Technical Services | 2225 Eddie Williams Rd. | Johnson City, TN 37601
- Any and all disputes arising out of the purchase of QEP products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived. Note: Please read installation instructions prior to installing.

**NOTE:** Claims will not be processed without proper receipts. Claims must be processed via authorized distributor.