

VETTA FLOORING® LIMITED MANUFACTURER WARRANTY

VETTA® offers up to five years limited warranty against manufacturing defects from the date of purchase. VETTA® guarantees that:

- Will not wear through the decorative print layer under normal household use when maintained in accordance with our recommended maintenance guidelines. Gloss reduction does not constitute "wear"
- Will not fade from sunlight or artificial light, under normal household use when maintained in accordance with our recommended maintenance guidelines.
- Will not stain under normal household use when maintained in accordance with our recommended maintenance guidelines.
- Will resist topical water damage, meaning that planks will not swell, delaminate or peak at the seams due to topical spills, provided that the liquid is wiped up and the floor is allowed to dry.
- In its original manufactured condition, will be free from manufacturing defects.
- In a light commercial indoor setting, will not, when installed and maintained in accordance with our installation and maintenance guidelines, stain, fade from sunlight or artificial light, show wear and will be free from manufacturing defects. Gloss reduction does not constitute "wear".

The 5-year limited VETTA® laminate flooring warranty for residential use is subject to the following conditions:

- 1) Before installation, the owner and / or the installer should carefully inspect the planks for damage, color, finish and / or consistency in quality. **VETTA®** will reject any claim where the floor was installed with a visual defect from factory.
- 2) The floor must be installed properly and according to the installation instructions of **VETTA®**.
- 3) The floor should be installed in the interiors of residential areas when the floor is dry and under temperature control. This limited warranty will not apply if the floor is used in places of commercial use.
- 4) El piso deberá conservarse de conformidad con las instrucciones de cuidado y mantenimiento de **VETTA®**.
- 5) Damages should not be the result of improper maintenance or accidents, such as damage caused by scratches, impacts or cuts. Damages caused by the use of jet cleaners, sprinklers or similar wet mops are not included in this warranty.
- 6) The surface wear should be clearly visible (i.e., it should be about 1/2 square inch). The reduction of gloss luster is not considered to be surface wear and tear and is not included in this limited warranty.
- 7) This limited warranty shall not apply to or cover damage caused by water, including without limitation damage caused by flooding, standing water (water remaining on the floor for more than 30 minutes), leaking pipes, leaking appliances or the urine of pets.
- 8) This limited warranty is not valid if the damage is caused by water or moisture at the base of the floor or below the floor, including without limitation damage caused by hydrostatic pressure coming from the subfloor (water or moisture below the floor that is transmitted to the surface and exerts pressure) or other conditions that generate the presence of water or humidity under the floor.
- 9) This limited warranty does not apply to floors installed on a concrete slab, unless a polyethylene foam with a minimum caliper of 1 millimeter, which acts as a vapor barrier, has been installed on the concrete. 0.92 pounds per cubic foot and a thickness resistance of +/- 10%, and that emits water vapor in a proportion not exceeding 5 pounds per 1000 cubic feet within 24 hours.
- 10) The limited warranty does not include any damage that occurs during transportation.

How to make a claim:

To file a claim regarding the **VETTA®** laminate flooring 5-year limited warranty for residential use, you should contact your vendor as soon as the reason for the claim is detected. In addition, for any claim, the proof of purchase must be presented, stating the date on which it was made and the claim must be submitted within the applicable period.

VETTA® responsibility:

If **VETTA®** accepts a claim in accordance with our limited warranty, it will repair or replace, at our sole discretion, only the affected material of the **VETTA®** floor. If **VETTA®** determines that reasonable repair or replacement is not possible; we may choose to refund the purchase price of the affected **VETTA®** flooring material. If the design for which the claim is made is no longer available, **VETTA®** will replace the affected floor materials with another design of equal or greater value at the discretion of **VETTA®**. If **VETTA®** accepts the claim, it will give you instructions on what to do to repair or replace the floor, and you must follow these instructions within ninety (90) days of the claim's approval. These limited warranties give you specific contractual rights and you may also have other rights that will vary by province or state.

LIMITACION DE RESPONSABILIDAD:

VETTA® DOES NOT ASSUME ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.

VETTA® does not assume responsibility for indirect or consequential damages. Some provinces and states do not allow the exclusion or limitation of indirect or consequential damages; therefore, the limitations mentioned above may not apply to you. These limited guarantees are not transferable. They extend only to the original final consumer. Samples, descriptions and other information that is included in catalogs, advertisements or other promotional material or advertising made by sales representatives or distributors are for the sole purpose of providing general information and are not binding on **VETTA®**. No sales representative and no distributor have the power to establish, extend or otherwise modify the **VETTA®** warranties. The terms of these limited warranties are considered divisible and the invalidity or non-compliance of one of them will not affect the validity or compliance of any other.

These limited warranties constitute the entire agreement between the parties and no waiver or modification will be valid unless stated in writing and signed by an authorized representative of **VETTA®**