

Luxury Vinyl Products Limited Warranty

Products La Dole warrants its Luxury Vinyl Flooring products (LVF) to be free from manufacturing defects for the length of time specified below from the original date of purchase.

Installation This limited warranty covers materials and reasonable labor costs (as determined by La Dole at its sole discretion) provided a professional installer was used and paid when the LVF was originally installed, and provided further, such LVF was installed in accordance with the La Dole Installation Instructions. For Installation Instructions contact Technical Services at 604 569 06 51 or info@ladoleflooring.ca

Replacement/Repairs La Dole reserves the right to repair any LVF and/or use its own installer for replacement LVF product. If La Dole repairs or replaces a LVF product as a result of a warranty claim, you are required to remove, store and re-install all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are your responsibility. We recommend that appropriate replacement stock be kept of the LVF product if needed for future product repair or replacement.

Coverage This limited warranty covers manufacturing defects, and loss of original pattern and color due to staining, fading or wear; provided that the LVF covered by this limited warranty is (i) installed and maintained according to the La Dole Installation Instructions and (ii) subject only to normal residential, light commercial use and/or commercial use, as further detailed for any individual warranties for a specific LVF product as noted below.

Residential warranties apply to products installed in non-commercial owner occupied residential premises (single family homes, condominiums, town houses, etc.). Residential rental units fall under the commercial or light commercial warranty only.

Terms for Warranty Within Two Years – If a defect covered by this limited warranty is found and reported in writing to the authorized La Dole retailer from which the LVF was purchased within two years of purchase; La Dole will supply new LVF material to replace the defective area. La Dole will also pay reasonable labor costs if professional installation was used and paid when the LVF was originally installed. **Within Three Years** – If a defect covered by this limited warranty is found and reported in writing to the authorized La Dole retailer from which the LVF was purchased after two years but within three years of purchase, La Dole will supply new LVF material to replace the defective area. La Dole will also pay fifty percent of reasonable labor costs if professional installation was used and paid when the LVF was originally installed. **After Three Years** – If a defect covered by this limited warranty is found and reported in writing to the authorized La Dole retailer from which the LVF was purchased after three

years of purchase but within the warranty period specified below, as applicable, La Dole will supply new LVF material to replace the defective area. La Dole will not pay labor costs, or any other costs whatsoever.

If you have questions regarding the terms of this limited warranty, please contact La Dole Technical Services at 604 569 0651 or info@ladoleflooring.ca

If a claim arises, it must be submitted to La Dole in writing by the La Dole authorized retailer within a reasonable time after the alleged defect or issue that is the subject of the claim is discovered by the original purchaser. A La Dole claim form must be used and must identify La Dole's invoice number, lot number, invoice date, the LVF product collection, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed LVF product. La Dole reserves the right to inspect and/or test the LVF product, as La Dole determines at its sole discretion, in the event of a claim. If La Dole determines replacement LVF product is necessary, and the identical LVF product is not available, La Dole will, at its sole discretion, provide a LVF product of comparable quality, color and value. In the event that La Dole repairs a LVF product, this limited warranty shall remain in effect with respect to such repaired LVF product. The above described remedies are your sole and exclusive remedies for claims under this limited warranty.

Conditions and Exclusions The residential limited warranty is not transferable and applies only to the original purchaser of the La Dole LVF product, not to any subsequent owner or user of such product, regardless of how such ownership or use arises. The commercial limited warranty is not transferable and applies only to the original purchaser of the La Dole LVF product, not to any subsequent owners or users of such product, regardless of how such ownership or use arises. Copies of the original sales receipt must be maintained. This limited warranty applies only where the affected area is visible and covers an area greater than one square inch. The following issues are not covered by this limited warranty:

- o Claims arising out of scratches and dirt.
- o Shading claims for an overall white product that touches white planks or tiles.
- o Damage caused by improper installation (including but not limited to improper adhesives, improper subfloor preparation as outlined in the La Dole LVF Installation Instructions), exposure to extreme heat, freight, accidents, intentional abuse, misuse, improper care and maintenance, vacuum cleaner beater bar, indentations, improper rolling loads, use of chairs or other furniture without proper floor protectors or caster wheels, cuts, surface scratches, impact, changes in color or sheen appearance when exposed to a natural light source, subfloor conditions, fire or smoke damage, flooding caused by natural disaster, water intrusion, exterior application or modification, alterations, repair or service by a non-authorized third party, or construction related damage.
- o Minor shading, color or texture differences between samples and delivered product, all of which will be determined at La Dole's sole discretion.
- o Damage arising out of the use of La Dole LVF products to seal an existing subfloor from moisture, as La Dole LVF products will not inhibit the growth of mold associated with or caused by flooding, excessive moisture, hydrostatic pressure or alkalis found within a subfloor.
- o Damage resulting from high heels.
- o LVF products used for athletic playing surfaces or any

type of recreational activity. o LVF that has been cut or altered; or any installation of the wrong style, color or with visible defects. Visible defects include but are not limited to: shading, surface sheen, squareness, and product color.

- Labor is excluded on products installed with visible defects.
- Discoloration or expansion from heat or sunlight. Avoid exposure to long periods of direct sunlight. La Dole requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not over heated due to this exposure. This type of exposure can cause expansion which may cause buckling or delamination. Flooring that cannot be protected from direct sunlight is required to be installed with adhesive to maintain this warranty. Failure to install this LVF flooring with La Dole approved adhesive when such flooring will be exposed to direct sunlight voids all warranties, express or implied, the end user shall assume full responsibility for any failure of the flooring, and La Dole shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight.
- This limited warranty is void if (i) prior to installation, La Dole LVF products are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, or (ii) post-installation, La Dole LVF products are not continuously maintained between a temperature of 55°F and 85°F.

La Dole DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN La Dole OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. La Dole SHALL NOT BE LIABLE TO YOU OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE LVF PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THAT THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE. PLEASE KEEP YOUR RECEIPT AS La Dole REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.

PRODUCT COLLECTION WARRANTIES AVENUES RESIDENTIAL: 15 YEAR LIMITED LIGHT COMMERCIAL: 5 YEAR LIMITED

GOOD VIBRATIONS RESIDENTIAL: 15 YEAR LIMITED LIGHT COMMERCIAL: 5 YEAR LIMITED

LANDSCAPES RESIDENTIAL: 15 YEAR LIMITED LIGHT COMMERCIAL: 5 YEAR LIMITED

LIFESTYLES RESIDENTIAL: 7 YEAR LIMITED LIGHT COMMERCIAL: 5 YEAR LIMITED

PICTURESQUE RESIDENTIAL: LIFETIME LIMITED* COMMERCIAL: 10 YEAR LIMITED

SOUTHERN EXPRESSIONS RESIDENTIAL: LIFETIME LIMITED* COMMERCIAL: 10 YEAR LIMITED

TIMELESS CHARM RESIDENTIAL: 15 YEAR LIMITED LIGHT COMMERCIAL: 5 YEAR LIMITED

*Note – Lifetime Limited Warranties are defined as the length of time the LVF product is installed in the original installation and is owned by the original purchaser. Light Commercial Applications: This is a partial list and is intended to be used as a guideline for selecting Light Commercial Applications. Evaluate each job separately. Light Commercial implies light traffic and residential cleaning practices.

Retail Boutique and Specialty Shop/Area Beauty Salon and Barber Shop –lobby areas light (work stations would be considered heavy) Auto Showroom Art Gallery Coffee Shop

Office Office/Conference Room Lobby Corridor Waiting Room Small Bank

Hospitality Lobby Lounge Corridor Guest Room

Health Care Lobby Lounge Waiting Room

Learning Environment Day-Care/Learning Center Dormitory Corridor and Lounge

Please note that this document may have been revised and updated. Please visit our web-site at ladoleflooring.com for the most up-to-date version of this document or contact Technical Services at 604 569 06 51 or info@ladoleflooring.ca. Installation Care and Maintenance can also be found on our web-site or by contacting Technical

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La Dole recommends that its floor coverings be professionally installed. If not, no labor costs would be included should there be a valid claim.

The consumer and installer are responsible for final inspection of the product before permanent installation. La Dole is not responsible for labor costs to replace visibly defective product after installation.

GENERAL These warranties apply only to the original purchaser and to flooring in its original installation. Warranties are not transferable. The original receipt, as proof of purchase, is required. If a problem appears which is covered by these warranties, the original purchaser should contact the dealer where the product was purchased immediately and describe the problem.

PRODUCTS La Dole warrants its Luxury Vinyl Flooring (LVF) products to be free from manufacturing defects for the length of time specified on the La Dole authorized retailers' sample from the original date of purchase.

INSTALLATION This limited warranty covers materials and reasonable labor costs (as determined by La Dole, at its sole discretion) provided a professional installer was used and paid when the LVF was originally installed, and provided further that such LVF was installed in accordance with the La Dole Installation Instructions. For installation instructions, please visit the La Dole website at www.ladoleflooring.ca or contact: 604 569 06 51 Please visit the La Dole website at www.ladoleflooring.ca

REPLACEMENT/REPAIRS La Dole reserves the right to repair any LVF or use its own installer for replacement LVF product. If La Dole repairs or replaces a LVF product as a result of a warranty claim, the consumer is required to remove, store and re-install all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are the consumer's responsibility. We recommend that appropriate replacement stock of the LVF product be kept if needed for future product repair or replacement.

If a defect covered by these warranties appears during the warranty period, La Dole will, at its discretion, repair or replace the defective product according to the proration chart listed in this document. The replacement product is warranted for the remainder of the original warranty period.

COVERAGE This limited warranty covers manufacturing defects and loss of original pattern and color due to stain, fade or wear, provided that the LVF covered by this limited warranty is (i) installed and maintained according to the La Dole Installation Instructions and (ii) subject only to normal residential, light commercial use or commercial use, as further detailed for any individual warranties for a specific LVF product as noted below.

WARRANTY GUIDE FOR LUXURY VINYL FLOORING

Residential warranties apply to products installed in non-commercial, owner-occupied, residential premises (single family homes, condominiums, town houses, etc.). Residential rental units fall under the commercial or light commercial warranty only.

1. MANUFACTURING DEFECTS La Dole warrants to the original purchaser of its LVF products that, if properly installed, the products shall remain free of manufacturing defects for the indicated period of time, starting from the date of original purchase, as long as the original purchaser owns the property. The product will be manufactured according to the floor covering industry's standards and tolerances in quality variation. La Dole will replace or repair defective materials including reasonable labor costs during the first five (5) years from the date of the original purchase. If the owner hires a third party to install the product, the owner is responsible for that party's judgment. Material installed with obvious defects will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to restrictions and limitations outlined in the Conditions/Exclusions and Limitations sections.

2. WEAR, STAIN AND FADE WARRANTY La Dole warrants to the original purchaser that its LVF products will not wear, stain or fade from normal use for the indicated period of time specified on the authorized La Dole retailer's sample, starting from the date of original purchase. This warranty is subject to restrictions and limitations as outlined in the Conditions/Exclusions and Limitations sections of this document.

Definitions: “Wear” must be through the wear layer to the degree that the printed pattern is altered. “Fade” must be to the degree that the floor is permanently discolored. “Stain” is defined as a permanent change in color of the surface of the product caused by common household food, beverages and recommended cleaning products as indicated in our Care and Maintenance Guide.

CONDITIONS/EXCLUSIONS The residential limited warranty is not transferable and applies only to the original purchaser of the La Dole LVF product, not to any subsequent owner or user of such product, regardless of how such ownership or use arises. The commercial limited warranty is not transferable and applies only to the original purchaser of the La Dole LVF product, not to any subsequent owners or users of such product, regardless of how such ownership or use arises. Copies of the original sales receipt must be maintained. This warranty applies only where the affected area of the La Dole LVF is visible and covers an area greater than 10% of the room. The following are not covered by this limited warranty:

- Claims arising out of scratches and dirt. Some products tend to show more scratches and dirt due to color and may require more maintenance.
- Shading claims for an overall white product that touches another white plank or tile floor covering.
- Damage caused by improper installation (including but not limited to improper adhesives and improper subfloor preparation as outlined in the La Dole LVF Installation Instructions).
- Damage caused by exposure to extreme heat, freight, accidents, intentional abuse, misuse, improper care and maintenance, vacuum cleaner beater bar, indentations, improper rolling loads, use of chairs or other furniture without proper floor protectors or caster wheels, cuts, surface scratches, impact, changes in color or sheen appearance when exposed to a natural light source, subfloor conditions, fire or smoke damage, flooding caused by natural disaster, water or liquid intrusion (including pet urine),

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exterior application or modification, alterations, repair or service by a non-authorized third party, or construction-related damage.

- Minor shading, color or texture differences between samples and delivered product, all of which will be determined at La Dole’s sole discretion.
- Damage arising out of the use of La Dole LVF products to seal an existing subfloor from moisture, as La Dole LVF products will not inhibit the growth of mold associated with or caused by flooding, excessive moisture, hydrostatic pressure or alkalis found within a subfloor.
- LVF products used for athletic playing surfaces or any type of recreational activity.
- LVF that has been cut or altered; any installation of the wrong style, color or product with visible defects. Visible defects include but are not limited to shading, surface sheen, squareness, and product color. Labor is excluded on products installed with visible defects.
- Damage from neglect, pets, pebbles, other abrasives, insects, spike-heeled shoes, or improper maintenance.
- Discoloration or expansion from heat or sunlight. Avoid exposure to long periods of sunlight. La Dole

requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not overheated due to this exposure. This type of exposure can induce expansion which may cause buckling. Flooring that cannot be protected from direct sunlight is required to be installed with adhesive. Failure to install this LVF with La Dole approved adhesive when such flooring will be exposed to direct sunlight voids all warranties, express or implied; furthermore, the end user shall assume full responsibility for any failure of the flooring, and La Dole shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight. • This limited warranty is void if (i) prior to installation, La Dole LVF products are not acclimated to room temperature, between 65 °F - 85 °F (18.3 °C - 29.4 °C), at job site for 48 hours, or if (ii) postinstallation, La Dole LVF products are not continuously maintained at a temperature between 65 °F - 85 °F (18.3 °C - 29.4 °C). • Normal wearing of the finish in high traffic areas, pivot points, and seating areas. • La Dole cannot guarantee a perfect match between productions. Production runs are dye lot sensitive. There may be minor differences in color and texture between the dealer's sample and the finished material and from one lot to another. • Moldings and accessories.

LIMITATIONS The following limitations and conditions also apply: • All preventive and regular maintenance indicated by La Dole must be followed. The consumer must contact the La Dole authorized retailer for details and must have invoice ready to identify the product. • Change in surface gloss in traffic areas is normal and not covered by this warranty. • Industry standards allow a maximum 5% irregularity in production. Such defects may be manufacturing related or natural. Should there be any indication that a piece of flooring may be defective due to manufacturing or factory finish, do not install the piece. Installation of flooring that contains any visible manufacturing defect is not covered by this warranty. La Dole must be informed in writing of such defects within a reasonable time. What constitutes a "reasonable time" will be determined at La Dole's sole discretion. • These warranties do not apply to any product designated as off-goods including, but not limited to, second quality, specials or non-standard items. Products so designated are sold "AS IS".

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• La Dole reserves the right at any time to modify or discontinue any of its products and will not be liable for changes. If the original product or color is no longer available, La Dole may substitute with reasonably comparable products. • A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand or dust from damaging the flooring.

La Dole DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN La Dole OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. La Dole SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE LVF PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY GIVES SPECIFIC LEGAL RIGHTS TO THE CONSUMER, WHO MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. THE CONSUMER MUST KEEP THE ORIGINAL RECEIPT AS La Dole REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.

CLAIMS If a claim arises: Canada, Manager should be contacted to submit a claim, within a reasonable time after the alleged defect or issue that is the subject of the claim is discovered by the original purchaser. What constitutes a “reasonable time” will be determined at La Dole’s sole discretion. A La Dole claim form must be used and must identify La Dole’s invoice number, lot number, invoice date, the LVF product collection, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed LVF product. La Dole reserves the right to inspect or test the product at its sole discretion, in the event of a claim. If La Dole determines replacement LVF product is necessary, and the identical LVF product is not available, La Dole will, at its sole discretion, provide a LVF product of comparable quality, color and value. In the event that La Dole repairs a LVF product, this limited warranty shall remain in effect with respect to such repaired LVF product. The above described remedies are the consumer’s sole and exclusive remedies for claims under this limited warranty.

If La Dole reimburses the consumer for the flooring under the terms of these warranties, La Dole will credit a percentage of the original floor purchase price according to the proration chart below. Warranty for each flooring product is indicated on the retailer’s sample.

Claim Reported	Lifetime Limited Coverage	30 Year Limited Coverage	25 Year Limited Coverage	15 Year Limited Coverage
1st to 5th year	100%	100%	100%	100%
6th to 10th year	75%	75%	75%	50%
11th to 15th year	50%	50%	50%	10%
16th to 20th year	35%	35%	35%	N/A
21st to 25th year	25%	10%	10%	N/A
26th to 30th year	10%	5%	N/A	N/A

31st and beyond	5%	N/A	N/A	N/A
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	10 Year Limited Coverage	7 year Limited Coverage	5 Year Limited Coverage
1st to 5th year	100%	100%	100%
6th to 10th year	25%	10%	N/A
11th to 15th year	N/A	N/A	N/A
16th to 20th year	N/A	N/A	N/A
21st to 25th year	N/A	N/A	N/A
26th to 30th year	N/A	N/A	N/A
31st and beyond	N/A	N/A	N/A

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Homeowner Obligations To maintain the coverage under the terms of these warranties and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks/tiles of the LVF product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the floor is installed according to Installation Instructions.