

Ispiri Dream Home Laminate Flooring Limited 30 Year Residential Warranty

Congratulations on the purchase of your new Ispiri Dream Home Laminate floor.

Information regarding the installation and care of your laminate floor can be found on the Lumber Liquidators website (www.lumberliquidators.com) under the headings “Installer/Customer Checklist” and “Flooring 101”.

The person installing the floor, whether it is you or a third-party, is the final inspection authority and, as such, must conduct the final inspection prior to installing each board. It is imperative that certain procedures, such as moisture testing, acclimation, examination and subfloor preparation, are completed prior to the installation of the floor. If you plan to hire an installer, you should verify the installer’s credentials, license (if required) and insurance coverage and be certain that the installer reviews the recommended installation requirements. If possible, you should be present during installation in order to observe and monitor the process. Doing so will allow you to ensure that pre-installation procedures have been properly completed.

To obtain assistance with flooring problems or questions prior to installation, please contact the store of original purchase or call the Lumber Liquidators Customer Care Department at 1-800-366-4204.

Limited Warranty Coverage:

- When the purchaser and installer follow the recommended installation and preventive and regular maintenance instructions set forth on Lumber Liquidators’ website, the flooring is guaranteed against manufacturing defects and will not fade under artificial light or sunlight, stain or show wear through the decor layer, and will resist water damage under normal use conditions for:
 - 30 years for normal residential foot traffic
 - 30 years for normal commercial foot traffic
- This limited warranty is non-transferable and granted to the original purchaser only.
- Damage or defects in the flooring caused by or resulting from installation failures, including sub-surface, sub-flooring, and/or job-site environmental deficiencies, are not warranted.
- Installed product is considered accepted by the purchaser/installer. The installer should not install any planks showing visible manufacturing or other defects unless he/she is able to hide or trim-off the imperfection to the purchaser’s satisfaction. Any such visible manufacturing or other defects are not covered under and are excluded from this warranty in the event the product is installed. As the floor is being installed, it should be inspected frequently so that any flaws may be corrected before the entire floor is installed.
- The duration of this limited warranty will run from the date of purchase.
- This warranty covers localized moisture exposure resulting from normal household and residential use such as wet shoes and quickly cleaned spilled liquids. These normal household activities will not harm the flooring.
- This warranty excludes excessive moisture issues such as damage caused by flooding or standing water from leaking pipes, faucets, household appliances, etc; up to and including flooding and any damage caused by Acts of God.
- This warranty excludes flooring installed in a bathroom.
- This warranty does not cover defects or damage to laminate flooring panels caused by
 - installation or maintenance that does not comply strictly with the instructions set forth in the laminate flooring installation and maintenance instructions found on Lumber Liquidators’ website,
 - abuse (e.g., using abrasives like steel wool to scour the floor, sliding heavy objects across the floor without proper protection), and/or
 - severe accidents (e.g., floods, fire, burns).

Protection Under This Limited Warranty:

In the event any portion of the floor should fail with respect to the provisions of this warranty, Lumber Liquidators will provide a store credit for the defective portion of the flooring. The store credit may be used for future purchases at Lumber Liquidators (installation not included). Store credit is the only remedy available under this limited warranty. Lumber Liquidators reserves the right to secure the services of an independent certified inspection service to inspect, remove samples for technical analysis, assess and validate reported defect claims. Lumber Liquidators is not liable for any indirect, incidental or consequential damages arising from or relating to its sale of any products.

Purchaser / Installer Responsibilities:

Prior to installation of any flooring product, the purchaser/installer must determine that the job-site environment and the sub-surfaces meet or exceed all relevant industry and product standards. Such standards include, but are not limited to, the following:

- Compliance with any and all applicable environmental and building codes, regulations and laws.
- The installation area and subfloor must be dry, stiff and flat within industry standards.
- The installer must use a moisture or vapor barrier as directed by the installation instructions.

- The environment must be controlled to a recommended temperature and relative humidity as directed by the installation instructions for at least two (2) days prior to installation and throughout the life of the floor. This will help to ensure optimum performance of the floor. Uninstalled flooring should be stored in a climate controlled area at all times.
- The purchaser and installer are responsible for final inspection prior to installation. If a board(s) is unacceptable due to color, finish, or any other reason, the purchaser/installer, using reasonable selectivity, should cut off unacceptable piece(s), use them in hidden places such as a closet, or NOT INSTALL them at all. If quality issues are suspected, installation should cease and the store where the product was originally purchased or the Lumber Liquidators' Customer Care Department (800-366-4204) should be contacted immediately. Lumber Liquidators cannot be responsible for the act of continuing installation when the purchaser or installer suspects a quality issue or fails to periodically check for quality issues during installation.
- Use of filler or putty stick for touch-up during installation is accepted as normal practice and procedure.
- Installations must be performed in accordance with all installation instructions available online at www.lumberliquidators.com.
- It is highly recommended that the person performing the installation carefully read the instructions in the article entitled "How to Get the Most from Your Flooring" located in the "Flooring 101" section of the Lumber Liquidators' website.
- Pet urine can damage any floor and is not covered by this warranty.
- Laminates are not recommended in high moisture areas such as saunas and full baths.
- Laminates should be installed from several boxes for best shade appearance.

Warranty Disclaimers and Exclusions:

- Damage due to improper transportation, storage, installation, extreme indoor conditions (such as extreme heat, dryness or moisture), extreme sunlight exposure, poor workmanship by the installer, or any other accidental cause are NOT covered by this warranty.
- This warranty does not cover localized damages attributable to moisture ingress or pooling water.
- This warranty does NOT cover indentations; scratches, including but not limited to those caused by pets, tools, heels and/or toys; damages caused by spills; accidents; negligence; floor cleaner misuse; abuse; or sand or any extreme environmental conditions. The floor must be protected and maintained according to Lumber Liquidators' care instructions.
- Laminates cannot be returned to the store for return or exchange.
- Lumber Liquidators assumes no liability for, and this warranty specifically EXCLUDES, any claims for indirect, incidental or consequential damages.
- Under no circumstances shall any liability of Lumber Liquidators arising out of or relating to the purchase of Ispiri Dream Home Laminate flooring exceed the total sum paid by the purchaser to Lumber Liquidators for the flooring at issue.

THE PROVISIONS SET FORTH HEREIN CONSTITUTE THE SOLE WARRANTY FROM LUMBER LIQUIDATORS WITH REGARD TO ISPIRI DREAM HOME LAMINATE FLOORING. LUMBER LIQUIDATORS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.

Lumber Liquidators maintains exclusive rights to alter the obligations and limitations of this warranty.

