

**D**DIVINE
FLOORING

DIVINE Flooring Residential Warranty Program

Applicable to all branded DIVINE Flooring laminate flooring collections.

20-YEAR LIMITED RESIDENTIAL WARRANTY

Applicable in the following instances:

Our warranty is valid for all Divine Flooring branded laminate floor coverings which have been installed according to our installation instructions, provided in product boxes and conveniently located at www.divinefloor.com and installed in rooms or applications applicable based on their end use and AC rating (abrasion class). The Divine Flooring warranty is non-transferable and applies only to the original purchaser.

Entry ways must be protected with run off mats to prevent potential contaminants like sand, pebbles and other debris which can cause damage to your new flooring.

Divine Flooring warrants its products against manufacturing defects that exist in its products prior to product installation. Flooring which is installed with known defects is not covered under this warranty under any circumstances.

All product must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after product with visible defects have been installed. Such examples would include, but not be limited to surface chips and gloss level variations out of the box. Warranties are valid only if supplied through a Divine Flooring authorized sales outlet.

Surface wear and damage from abuse, misuse, freight damage, modification, alteration, repair or service of the product by anyone other than an authorized Divine Flooring representative, improper or inadequate care or maintenance (see care instructions), or accidents, such as but not limited to severe impacts, scratching, cutting, negligence or chemical damage. Gloss reduction is not surface wear. The surface wear must be readily visible from a distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of the Divine Flooring is excluded from the warranty.

The warranty does not under any circumstances cover water damage caused by natural disasters, standing water (e.g. from appliance failures), concrete slabs, pet urine or any other animal by product, or other corrosive liquids or outside water tracked in such as snow, rain or water from a window or door opening. Divine Flooring laminate must be installed in a dry, climate controlled, and indoor, residential environment.

Use of a floor steam cleaner will damage your new Divine Flooring laminate floor and void your warranty.

Abrasion Resistance – A claim under the warranty for abrasion defects will only be justified if the area affected is at least 1 square centimeter of the color

has completely rubbed off. However, rub-off defects restricted to the edges of the plank are not covered by the Divine Flooring warranty.

Light fastness according to blue wood scale not worse than 6 with test method according to EN20105. One exception is natural aging which is a normal process. Resistance to the following products is assured, but only if cleaned immediately: acetone, hand cream, natural fruit or vegetable drinks, fats/grease, coffee, soft drinks, nail lacquer or similar products.

CLAIMS

Any claim must be made in written form and be accompanied by the original sales receipt or proof of purchase. The claim must be made within 30 days of the defect in question having become noticed. Divine Flooring reserves the right to inspect the claimed defects or to have it inspected by an authorized agent of our choosing, before recognizing a claim.

COMPENSATION UNDER WARRANTY

If the claim under warranty is recognized as legitimate, the dealer who made the original sale will provide the customer with the necessary replacement panels free of charge. The costs of the installation, nor any normal wear and tear are not covered by the warranty. In the event that Divine Flooring has discontinued the laminate floor design/color, a selection will be made from the current product range of equal or lesser value available at that time.

These warranties exclude and will not pay consequential or incidental damages associated with any warranty claim. Divine Flooring will not pay costs associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture. This limitation does not apply to claims for personal injury.

No warranty coverage is provided for flooring that contains obvious defects of any kind prior to installation which were installed nonetheless. Divine Flooring offers a 100% pre-installation warranty, please contact the selling dealer from where you purchased and replacement flooring will be provided at no cost.

DIVINE Flooring

Att: Technical Services Department
235075 Ryan Road, Rocky View, Alberta, Canada, T1X 0K3

Phone: 403-723-4100 Fax: 403-723-2338

Email: technical@divinefloor.com