

Cflors Industries Inc. warrants that the Hemlock XL-550 supplied against wear out is **at least 10 years residential and 5 years commercial** under correct and proper transport, store, install and maintain method.

Conditions:

1. It must be specified according to Cflors recommendations.
2. Warranty is for products treated with polyurethane reinforcement.
3. The original flooring material must be installed and maintained according to Cflors flooring installation and maintenance instructions.
4. Warranty is valid for the original owner of the building and is non-transferable.

Cflors flooring products are warranted against manufacturing defects subject to the following conditions:

1. Product that has obvious manufacturing defects should not be installed and a Cflors flooring representative should be notified immediately if any obvious manufacturing defect is found.
2. A Cflors flooring representative must be given the opportunity to inspect the installation prior to any action being taken.
3. Cflors flooring warranty covers the cost of material only and does not cover costs associated with poor installation or inadequate maintenance.
4. Cflors flooring will supply replacement material for the affected area color matched from the current range as close as possible to the original design.

Warranty is invalidated if the following occur:

1. Damage caused by excessive surface moisture, flooding or hydrostatic pressure and other moisture related problems that may be present in the substrate.
2. Scratching, cuts, gouges, staining, scuffs, burns, indentations, gloss reduction, reduction of the emboss and abuse of the flooring. Lack of appropriate protectors on furniture bases, table and chair legs or other items of furniture.
3. Loss of adhesive bond due to high alkalinity in the sub-floor or contamination of the substrate as detailed in Cflors flooring installation instructions.

Excluded from Warranty

These warranties do not apply to the following: 1. The exact matching of shade, color or mottling. 2. Tears, burns, cuts or damages caused by uses, maintenance and installation that are contrary to Cflors specifications, recommendations or instructions. 3. Labor costs for installation of original material. 4. Sale of "Seconds," "Off Goods" or other irregular (non-first quality) Products. "Seconds" or "Off Goods" are sold as they are. 5. Problems caused by moisture, hydrostatic pressure, alkali in the sub floor, or discoloration of the Product caused by the use on the sub floor of any pen, marker or paint whatsoever which migrates through the Product. 6. Humidity coming from wrong maintenance or any leakage especially for wood products. 7. Material installed with obvious

defects. 8. Installation of Cflors Products with adhesives other than those recommended by Cflors. 9. Exterior installations. Cflors Products are designed for interior applications only. 10. Fading and/or discoloration resulting from heavy sunlight penetration and ultra-violet ray exposure from direct or glass filtered sunlight. 11. Damage to Products from pallet jack and tow motor traffic. 12. Premature wear and deterioration from high or spike heels and/or skate blade exposure or non-adapted furniture. It must also be ensured that the bottom supports of furniture and chair castors are such that they will not damage the surface of the Products. 12. This warranty is invalid if damage is caused as a result of fire, accident, including aggressive chemical attack or lack of entrance barrier matting, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or damage during transport, storage and handling before or during installation. 13. The warranty excludes all damage which has occurred to the Product as a result of abrasions from external elements: sand, grit, bitumen, building materials, etc; 14. Are furthermore excluded from the warranty stains connected with external sources, paints, tar, bitumen, dye stuffs, regenerated rubber castors and chair legs.

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