Eagle Laminate Warranty- 11/23 -1

This document details the coverage and limitations for the following warranties for Eagle Laminate flooring planks. All warranties are non-transferable and apply only to the original purchaser. Please check the applicable warranty to a specific collection as specified on the product :

• Lifetime Limited Structural Warranty

• 25 year Limited Residential Finish Warranty

• 3 Year Limited Light Commercial Finish Warranty

Lifetime Limited Residential Wear Warranty

The vinyl layer of the floor plank is warranted by Eagle Laminate Floors not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear. If 100% vinyl layer wear-through is determined to have occurred, Eagle Laminate Floors will arrange a pro-rated credit based on the terms outlined below in the section after a proper testing EN 133329 " Terms of Lifetime Limited Warranties".

This lifetime limited residential wear warranty is made subject to the following conditions:

1. The Eagle Laminate Floating floors must be installed properly and according to Eagle Laminate Floors installation instructions. Please refer to our installation instructions.
2. The flooring must be used only indoors in a climate conditioned controlled area at all times.
3. The flooring must be cared, cleaned & maintained in accordance with Eagle Laminate Floors maintenance instructions.
4. This limited warranty does not apply to Eagle Laminate Floors moldings and trims.
5. Installation of flooring that contains any visual manufacturing defect is not covered by this limited wear warranty.
6. Installation of flooring planks despite visual manufacturing defect constitutes acceptance of flooring as is.
7. Any issues which were not visible at the time of installation should be reported within 30 days of being noticed.

Lifetime Limited Structure Warranty

The floor planks are warranted to be free from manufacturing defects for the life of the product. Should there be a defect, Eagle Laminate Floors will arrange a credit based on the original purchase of the product. Should a problem attributable to a manufacturing defect be detected after flooring is installed, the repair will be covered by this warranty as explained under the "Terms of Lifetime Limited Warranty".

Lifetime Limited Structure Warranty Coverage:

Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement for Eagle Laminate floors from same collection. Should a problem attributable to a manufacturing defect be detected after flooring isinstalled, the repair will be covered by the "Lifetime Limited Structure Warranty".

The Lifetime Limited Structure Warranty and 25 year Limited Residential Finish Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture protection, such as chair pads, rolling and/or non-foot traffic, or any misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not considered a manufacturing flaw.
3. Manufacturer makes no guarantee that Eagle Laminate Floors products will match or coordinate with customer furnishings, trims, cabinetry, railings etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Eagle Laminate Floors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual plank/piece be doubtful as to appearance or dimension the installer should not use this piece. Please see installation instructions under installation guidelines.

5. Cracking, warping, soiling, fading, scratches, improper maintenance or abuse caused by items such as, but not limited to roller skates, golf shoes, pets, exposed nails in shoes or furniture or by moving heavy appliances without taking proper measure and protection.
6. Floor covering installed in inappropriate locations, for example, but not limited to outdoor or vertical surface are excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear and are not covered under warranty.
8. Damage to Eagle Laminae floating floors caused by floor being exposed to temperature above 85 degree F or to temperatures below 65 degree F.
9. Damage resulting from improper care, cleaning or maintenance by not following Eagle Laminate Floors care and maintenance instructions.

Lifetime Limited Water-Resistant Warranty :

Eagle Laminate Floor planks are warranted to be topically water resistant and the structural integrity of the floor planks will not be significantly diminished by exposure to topical water for the life of the product when cleaned within reasonable period of time depending on type of liquid. example: Pet Urine is more acidic, while water is usually pH neutral (this does not mean that water should be allowed to sit unspecific amount of time).

The water-resistant warranty of Eagle Laminate Floor planks applies only to topical exposure to water. It is probable that when excessive moisture accumulates in buildings or on building materials, mold and mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Eagle Laminate Floors moisture warranty excludes damage resulting from mold and mildew growth due to prolonged exposure to moisture.

This Lifetime Limited Water-resistant Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowner's insurance including, but not limiting to, damages caused by flooding or standing water from leaky pipes, faucets, household appliances or other casualty events. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

Lifetime Limited Water-Resistant Warranty does not cover:

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the Eagle Laminate Floor plank.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors or on vertical surfaces or on non indoor flooring areas.
4. Any consequential or incidental claims for damages or costs involved.
5. Flooring installed in areas which have excessive moisture, eg. bathrooms.

Lifetime Limited Pet-proof Warranty :

Eagle Laminate Floors warrants that your Laminate floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e; minimize or withstand)

permanent stains from exposure to said substances for a period of less than 30 minutes; for as long as you own your floor. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Pet-proof Warranty does not cover :

* Any urine, feces, or vomit stains other than above mentioned pets.
* Pet scratches from any pets/animals
* To include any/all non approved cleaners to remove stains.

Claims will be handled as following:

• ***Within 90 days:*** Claims on defects of this product, as covered by this warranty, that are reported in writing within

90 days of purchase, Eagle Laminate Floors will arrange a credit based on the original purchase of the product. No consequential or incidental damages or any other costs are covered.

• **Between 90 days - two years** : Claims on defects of this product, as covered by this warranty, that are reported

in writing after 90 days but within two years of purchase, No consequential or incidental damages, or any other costs are covered.

• **Between Year Two - Five**: Claims on defects of this product, as covered by this warranty, that are reported in

writing after two years but within five years of the purchase, Eagle Laminate Floors will arrange a credit based on the original purchase of the product or replace the product. No consequential or incidental damages, or any other costs are covered.

• **After Five years**: Claims on defects of this product, as covered by this warranty, that are reported in writing after

Five years of purchase, Eagle Laminate Floors will provide the sufficient replacement amount of the product to repair the defective area of floor. No consequential or incidental damages, or any other costs are covered.

• **Claims Process: Eagle Laminate reserves the right to independent inspections from FCITS Certified Inspector**

3 Year Light Commercial Limited Finish Warranty :
The vinyl layer of the Eagle Laminate Floor planks is warranted not to wear through under normal light commercial use for a period of three (3) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear. If 100% vinyl layer wear-through is determined to have occurred, Eagle Laminate Floors will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 3 Year Light Commercial Finish Warranty". No consequential or incidental damages or costs are covered.
This 3 year limited commercial Finish warranty is made subject to the following conditions:
1. The Eagle Laminate floating floor must be installed properly and according to Eagle Laminate Floor installation instructions. Please refer to our installation guidelines.
2. The flooring must be used only on indoors floors in a climate controlled areas.
3. The flooring must be cared, cleaned and maintained in accordance with Eagle Laminate Floors cleaning and maintenance instructions.
4. This limited warranty does not apply to Eagle Laminate Floors moldings and trims.
5. Installation of flooring that contains any visual manufacturing defect is not covered by this limited wear warranty.
Terms of Lifetime Limited Warranties:
The 3 year Light Commercial Limited Finish Warranty does not cover :
1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, rolling and/or non-foot traffic, or any misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that Eagle Laminate Floors products will match or coordinate with customer furnishings,trims, cabinetry, railings etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Eagle Laminate Floors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual plank/ piece be doubtful as to appearance or dimension the installer should not use this piece. Please see installation instructions under installation guidelines.
5. Cracking, warping, soiling, fading, scratches, improper maintenance or abuse caused by items such as, but not limited to roller skates, rollers under chairs or furniture with wheels, golf shoes, pets, exposed nails in shoes or furniture or by moving heavy appliances or heavy objects without proper protection.
6. Floor covering installed in inappropriate locations, for example, but not limited to outdoor or vertical surface are excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear and are not covered under warranty.
8. Damage to Eagle Laminate floating floors caused by floor being exposed to temperature above 85 degree F or to temperatures below 65 degree F.
9. Damage resulting from improper care, cleaning or maintenance by not following Eagle Laminate Floors care and maintenance instructions.

How to Make a Claim
Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.
Eagle Laminate reserves the right to independent inspections from FCITS Certified Inspector and consumer must keep 4-5 uninstalled planks in of the original boxes for further review and analysis and will be credited on any/all planks that the inspector must take.

Eagle Laminate Water-Resistant Warranty Program
Terms of 3 Year Light Commercial Finish Warranty:

• **Within 90 days:** Claims on defects of this product, as covered by this warranty, that are reported in writing within 90 days of purchase, Eagle Laminate Floors will arrange a credit based on the original purchase of the product. No consequential or incidental damages, or any other costs are covered.

• **Between 90 days and two years**: Claims on defects of this product, as covered by this warranty, that are reported in writing after 90 days but within two years of purchase, Eagle Laminate Floors will arrange a credit based on the original

purchase of the product or replace the product. No consequential or incidental damages, or any other costs are covered.

• **Between Year Two - Five**: Claims on defects of this product, as covered by this warranty, that are reported in writing after two years but within five years of the purchase, Eagle Laminate Floors will arrange a credit based on the original purchase of the product or replace the product. No consequential or incidental damages, or any other costs are covered.

• **Claims:** Must include location and areas and include 3-5 pictures of the concern/complaint.

Eagle Laminate floors purchased through the internet are not covered by the manufacturer warranty. Eagle Laminate Floors does not accept warranty claims on product purchases determined to have been made on internet.