



WARRANTY TERMS AND CONDITIONS – LOC FLOOR ELITE

Version 01.2025

OVERVIEW

Type of Product	Residential Warranty	Commercial Warranty*	Water resistance
Loc Floor Elite	25 years	10 years	10 years (72h)

* A commercial warranty for areas and applications which are not covered by the standard commercial warranty, or a specific project warranty (for example up to 5 years), can simply be requested by contacting the Technical Services department at Unilin: technical.services@unilin.com.

This warranty is valid on the Loc Floor® laminate products as specified above and on the corresponding SmartFinish® accessories.

WARRANTY PERIOD AND VALUE

The duration of this warranty is dependent on the concerned laminate flooring and, on the purposes it is used for, as indicated in the table above.

The term “residential applications” shall be understood as: the use of the laminate as a floor covering in a private residence that is used for private purposes only.

The date of purchase is the invoice date. The original purchase invoice duly dated and carrying the distributor’s or retailer’s stamp, will need to be submitted. The original invoice should clearly indicate the product type and quantity.

SCOPE

1. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted.

Under no circumstances can Unilin BV, division Flooring, be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

2. "INSTALLATION IMPLIES ASPECT ACCEPTANCE"

No warranty will be offered for appearance claims once the product is installed.



The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.

3. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination or reduced resistance of the wear layer, staining and color fading.
4. Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
5. The damage to the product must be evident, measurable, per product unit (panel, accessory, etc.) at least one cm² per product unit (panel, accessory, etc.), and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture) or cutting.

The feet of furniture must always be provided with appropriate protective material.

The protective material needs to be replaced with new ones if needed. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels and/or an adequate protective mat or protective castor cups must be put under this furniture's feet.

GENERAL CONDITIONS

The statutory warranty in the country or state of purchase has unlimited application to the above mentioned products and all SmartFinish® profiles and SmartFinish® underlays.

Unilin BV - division Flooring warrants, from the date of purchase, that the products of Loc Floor® and SmartFinish® as specified above are free from manufacturing or material defects.

Our flooring strictly meets standards EN14041 and EN13329 and is covered by residential and commercial warranties.

The Loc Floor® warranty can only be invoked if all of the following conditions have been fulfilled.

1. The general Loc Floor® warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial warranty" below. If the application does not come under the "Commercial warranty" either, an individual written warranty must be requested from the manufacturer.
2. The Loc Floor® product must be installed following the Loc Floor® installation method using the approved SmartFinish® accessories. The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. Detailed instructions can be found on the packaging. The customer / fitter must be able to provide proof that only the recommended SmartFinish® accessories were used to install the laminate floor (identifiable from the SmartFinish® label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions must be provided to the end-user by the installer.



3. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Loc Floor® brand product made after the edition date of these warranty conditions.
4. The ingress of sand and/or dust on the floor must be prevented by installing a suitable mat at all entrance door(s). The doormat must be maintained correctly.
5. The floor may not be installed in damp and/or humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as saunas) In case of doubt, contact the retailers or the distributor or the manufacturer.
6. Cooking islands for kitchens and other very heavy objects should not be fixed / screwed or placed on top of the laminate. The laminate floor must be able to move around the heavy objects to avoid open joints and separating planks.
7. Moisture and/or water spills left on the floor, and on or around the skirting boards or profiles, is to be removed immediately on all non- water resistant Loc Floor® laminate floors. Cleaning involving an excessive amount of water and / or the use of inappropriate cleaning products must be avoided at all times.
8. This warranty does not cover:
 - Damage caused during storage, handling or other treatment before installation.
 - Installation error. The product must be installed following the Loc Floor® installation method using the approved SmartFinish® accessories. Only SmartFinish® approved underlays can be used for the laminate flooring system to be covered by this extra-legal warranty.
 - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user. Relevant ambient factors, the duration and the intensity of use of the product must be taken into account to determine whether the wear is abnormal.
 - All damages caused by natural disasters (i.e. flood), naturally occurring conditions, ...
 - Damages caused by accidents (i.e. plumbing failures, pet urine, leaking dishwashers, or other corrosive or abrasive substances) or water/humidity in and between the subfloor and the floor covering.

Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc. In case of the presence of water and/or moisture on the floor and/or around the skirting boards, this must be removed immediately, except for the water resistant Loc Floor® laminate floors: see further.

- The reduced resistance of the traditional non-pressed bevel.
- Exposure to extreme temperature and relative humidity variations.
- Damages caused by improper maintenance:
 - For Loc Floor Elite laminate floors with water resistance warranty and pressed bevel, the use of a steam cleaner is allowed if there's no steam directly coming on the laminate. So it must always be used with an appropriate cloth on the steam opening, which guarantees also an homogeneous heat and steam distribution. It is also important to take care to hold the apparatus not too long in the same place and clean the floor in the length direction of the design.



WATER RESISTANCE WARRANTY ON WATER RESISTANT LOC FLOOR® LAMINATE

1. This water resistance warranty applies for installations in wet areas. Product failures in these areas are under warranty if all installation instructions and the general warranty conditions are fulfilled. (see above)
2. The floor may not be installed in very humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as but not limited to saunas, pool areas and rooms with build-in drains like showers).
3. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed within the indicated timeframe in the warranty table. All expansion gaps must be filled with a very compressible PE foam (NEFOAMSTRIP20) and sealed with an elastic waterproof transparent paste (SFKITTRANSP) according to the installation instruction. For color-matched parquet/standard skirtings and color-matched scotia, use also the hydrostrip. Wall bases, profiles and door trims must be sealed on top of NEFOAMSTRIP20 compressible foamstrip along the walls and along the flooring.

Exposed Hydrokit sealant and Foamstrip need to be checked on a regular basis (3 years) to ensure a watertight finish without mechanical damage.

4. The water resistance warranty excludes damages caused by natural disasters (i.e. floods), naturally occurring conditions/accidents (i.e. plumbing failures, pet urine, leaking dishwashers or other corrosive or abrasive substances) or water/humidity between the subfloor and the laminate.

COMMERCIAL WARRANTY

The term “commercial applications” shall be understood as: the use of the laminate as a floor covering in non-residential premises, including but not limited to hotels, offices, shops, schools and common areas of multi-housing buildings.

The duration of the commercial warranty is dependent on the concerned laminate flooring and on the purposes it is used for, as indicated in the table above. The water resistance – and click warranty are valid according to the table above but limited to the duration of the commercial warranty.

This commercial warranty:

- is valid for indoor commercial applications inside buildings under all of the above-mentioned conditions.
- includes but is not limited to hotels, offices, shops and stores.
- does not apply to areas that have heavy traffic/rolling loads and immediate access to street traffic.

In addition to this, metal Smart Finish® profiles must be used for commercial applications.



The class of product and usage class should be aligned to benefit from the standard commercial warranty. Please contact the Technical Services department at Unilin: technical.services@unilin.com for a custom-made warranty if usage & product class are not aligned or if you have a doubt about the areas and applications which are not covered by the standard commercial warranty.

We strongly recommend to contact your dealer or Unilin BV, division Flooring to discuss your commercial project in advance to make the right choice of Loc Floor® flooring and accessories.

This commercial warranty has the same general conditions, value, scope, liability and applicable law and dispute resolution as for the residential warranty.

LIABILITY

Unilin BV, division Flooring, reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For optimal service under this warranty please contact your local Loc Floor® distributor who will be able to make the first investigation and find the appropriate solution. If the Loc Floor® distributor cannot solve the problem, he/she will contact the manufacturer for further support. Only if the Loc Floor® distributor cannot be reached, please mail in proof of purchase and description of claim to:

Unilin BV, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium

Tel. +32(56) 67 56 56 - aftersales@unilin.com

Unilin BV is registered in the Belgian companies register under number 0405.414.072.

Unilin BV, division Flooring shall be under no obligation or deemed to be in default for any delay or failure in performance resulting from Force Majeure. Force Majeure is understood to mean:

- The (unforeseen or unforeseeable) circumstances as a result of which the performance is fully or partially, whether or not temporarily, aggravated
- The following cases: war, terror, terror threats, insurrection, riots, quarantine, general or partial strikes, lock-out, fire, operational accidents, machine breakdown, lack of means of transport, shortage of materials and/or raw materials, frost, epidemics, decisions or interventions by the government, fuel shortages, energy shortage, force majeure on the part of a supplier or subcontractor and errors or delays due to third parties.

UNILIN'S UNDERTAKING

Unilin BV, division Flooring, will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's.

There will be no other form of compensation.

Liability arising from this warranty is restricted to hidden defects. These are defects that were not visible before or during the installation of Loc Floor® laminate flooring.



The cost of removing and replacing the material is borne by the purchaser. Only if the product was originally professionally installed by a professional installer, reasonable labor costs subject to the degressive scale as mentioned above, may be considered as a gesture of goodwill by Unilin BV, division Flooring. Unilin BV, division Flooring can never be held liable for any secondary damage.

APPLICABLE LAW AND DISPUTE RESOLUTION

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. *Unilin BV, division Flooring* is not liable for labor costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Global Technical Services
Manager
Lehman COMBEY
A red circular stamp from Unilin BV, division Flooring, located in Welsbeka, Belgium. The stamp includes the address 'Gedemtsstraat 3, 8710 Welsbeka' and the company name 'UNILIN BV, division Flooring'. A blue ink signature is written over the stamp.