

# Limited warranty for engineered wood floors with Woodura® surface technology (commercial purchaser) in EES countries and the United Kingdom



This warranty covers Välinge Flooring's (Välinge) engineered wood flooring with Woodura® Surface Technology purchased after \_\_\_2021 for all approved uses. The warranty extends to the first purchase and the original installation only and expires upon transfer of ownership of the house or apartment where the product is installed, or upon the resale, transfer or relocation (after installation) of the product. Coverage may be lost if the original purchaser fails to strictly follow all installation and maintenance instructions and recommendations as provided by Välinge to its customer.

## FREE FROM DEFECT IN MATERIAL AND WORKMANSHIP WARRANTY

Välinge warrants its first-grade engineered hardwood floors with Woodura® Surface Technology, in their manufactured condition, to be free from defect in material and workmanship in grading, dimension, profiling and assembly.

The purchaser must carefully inspect the flooring panels before installing them in accordance with the installation instructions to be covered by this part of the limited warranty. Flooring panels that have been installed are considered as inspected and accepted by the purchaser under this limited warranty.

## WARRANTY TIME FOR APPROVED USES OF FLOORING WITH WOODURA® SURFACE TECHNOLOGY

Välinge warrants that the flooring with Woodura® Surface Technology it supplies will comply with the international standards as defined in the Välinge Flooring technical data sheets for hardened wood flooring.

This specifically means for:

- Residential dry interior subject to heavy wear; 20 years from date of delivery.
- Commercial (including installations in rental apartment buildings) dry interior subject to heavy wear; 10 years from date of delivery.

## WARRANTY FOR STRUCTURAL DURABILITY AND WEAR

Välinge warrants the durability of the multilayer product structure relating to the pressing and fusing the single layers with one another. This means that these engineered hardwood floors with Woodura® Surface Technology and the 5G Dry® installation system will not delaminate, swell, cup, or crack due to normal cleaning practices when properly installed in the permitted areas of use and maintained according to Välinge's installation and maintenance procedures, as enclosed with the product (see the Care and Maintenance instructions for additional information).

## LIMITED WARRANTY FOR WATERPROOFNESS

*What does waterproof mean under this limited warranty?*

Välinge engineered hardwood floor with Woodura® Surface Technology and the 5G Dry® installation system has undergone and passed testing according to current applicable industry standards to test the floor's (in particular the joints') resistance to moisture over time. This means that topical spills ("everyday household spills"), as long as the spill does not flow over the edge of the surface (edge of the room, cut boards, etc.), left for up to 24 hours, will not cause your Välinge engineered hardwood floor with Woodura®

Surface Technology and the 5G Dry® installation system to crack or delaminate. There will be no swelling (i.e. less than 3 %) when the floor has been left to dry for 24 hours and the floor will suffer no visual defects due to the topical spill such as discoloration, change in finish or warping. To best ensure the floor's long-lasting condition however, it is recommended that any spillage is removed as soon as possible. All sources of subfloor moisture should be remedied prior to installation. In case of standing water or flooding, Välinge engineered hardwood flooring with Woodura®

Surface Technology and the 5G Dry® installation system will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. For example, casualty events involving water coming in contact with your floor or damages due to failures normally covered by homeowners insurance, including but not limited to flooding or standing water from leaky pipes, faucets or household appliances are excluded from this limited warranty or damage to the subfloor and/or surrounding structure that is caused by standing water or flooding. Damage resulting from mold and/or mildew growth due to prolonged exposure to moisture is not covered by this limited warranty.

## LIMITED WARRANTY FOR RESIDENTIAL WEAR RESISTANCE

The Woodura® Surface Technology ensures a durable and wear resistant surface. Every plank is ready to install right out of the carton. There is no need for sanding or staining. With our Woodura® Surface Technology you are assured excellent durability and wear-ability.

Välinge warrants that the wear layer based on the Woodura® Surface Technology, including the veneer layer, will not wear through or peel off of the hardwood flooring, provided the floor is used under normal residential conditions and installed and maintained in accordance with the Installation and Care instructions, in each case as enclosed with the product.

Under this limited warranty, wear defects are considered as visible wear through the wear layer which cover a surface of at least 10 square millimetres.

### WHAT IS NOT COVERED

Because all products with a wood surface undergo colour changes when exposed to UV-light from the sun, visual damage such as joints, changes in colour due to exposure to light and the deformation of individual planks caused by seasonal, room climate conditions are not covered by this warranty.

The surface coating (oil or lacquer) is a protective layer for the wooden wear layer underneath and is subject to normal wear. This warranty does not cover wear of the surface coating or any damage caused to the wear layer underneath caused by delayed or improper repair of the surface coating. This warranty is only intended to cover floors used in what Välinge considers normal conditions, i.e., an indoor relative humidity level between 35% and 65%. Although flooring with Woodura® surface may tolerate shorter periods of extreme

conditions, extended and frequently reoccurring exposure may cause cupping of individual planks.

The warranty does not cover any damage caused by incorrect treatment. In particular, the warranty does not cover damage resulting from sanding or use of other abrasive materials; damage caused from excessive exposure to moisture including but not limited to excessive wet mopping, spills and standing water; acts of God; damage resulting from weight or wear on the floor which is exceeding 220 kg/plank; damage caused by furniture and other heavy pieces (including but not limited to pianos) not provided with protective furniture pads; mechanical damage (including without limitation reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts) from sharp objects (including without limitation pets' claws, spikes or high heeled shoes), or damage resulting from insect infestation.

The floor with Woodura® surface must further be properly cared for and maintained according to the care instructions enclosed with the product.

If the installation or care instructions are missing and/or incomplete, the purchaser is obligated to request this information from Välinge Flooring directly or from [www.valingeflooring.com](http://www.valingeflooring.com) before selling/ installing the flooring.

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The above statement of warranty is the only warranty provided by Välinge for its flooring products with Woodura® Surface Technology and the 5G Dry® installation system. This warranty is exclusive and in lieu of any and all other warranties whether oral or written, or express or implied.

Välinge specifically disclaims any and all implied warranties, including without limitation, warranties of merchantability or fitness for a

particular purpose. In no event shall Välinge be liable or in any manner responsible for any claim, including but not limited to compensation claims for the removal/fitting or installation of the flooring, costs for furniture removal, substrate materials and supplies, any loss or damage arising from the purchase, use or inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exculpatory damages (see below) or attorneys' fees, even if Välinge or its representatives have been advised of the possibility of such damages before sale.

In no event shall Välinge's liability, under this warranty or otherwise, exceed the amount Välinge actually received from the distribution for the defective materials at issue.

### HOW TO GET WARRANTY SERVICE

Each panel of Välinge's flooring with Woodura® Surface Technology is carefully inspected by our quality control personnel prior to leaving our factory to ensure they are defect free. The floor is expected to perform in what Välinge considers to be normal applications and conditions.

In the unlikely event that the water-resistance, the wear layer, the bonding or other structural aspect of a flooring panel with Woodura® Surface Technology fails, the purchaser must contact the Välinge Flooring Distributor/or dealer from which the original purchase was made no later than 60 days after discovering the defect but within the time period of the applicable limited warranty.

The following items must be presented to the authorized Välinge Flooring Distributor/dealer for a claim under this limited warranty to be considered:

1. *Valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase; and*
2. *A description of the problem and/or a photograph/sample that clearly shows the warranty problem.*

Välinge's Distributor/dealer may inspect the product on site and provide its own conclusions for the claim. Välinge reserves the right to and must be enabled to inspect the product where it is installed for this warranty to apply. Välinge may exercise this right within its own discretion. When a warranty claim is acknowledged, Välinge will at its discretion repair the product or

alternatively provide replacement products of the same general quality.

If the applicable product range is no longer produced or stocked, Välinge reserves the right to replace it with a product from its existing product range at the time the complaint is made. Välinge will supply the replacement material free of charge to Välinge's Distributor.

Any services provided by Välinge under this warranty do not extend the original warranty period as stated above.

#### HOW STATE LAW APPLIES

This Warranty is governed by the laws of Sweden and any action or proceeding arising out of this warranty shall be exclusively tried by the Arbitration Institute of the Stockholm Chamber of Commerce in accordance with their Rules for

Expedited Arbitration. The seat shall be Helsingborg, Sweden.

