

## Residential warranty (25 years) on Pergo Living Expression

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This warranty is valid on Pergo laminate Living Expression and Pergo accessories.

### GENERAL CONDITIONS

The statutory warranty in the country or state of purchase has unlimited application to the above mentioned products and all Pergo profiles and wall-bases. Unilin bvba, division Flooring warrants, from the date of purchase, that the products of the Pergo brand as specified above are free from manufacturing or material defects.

The Pergo warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer or distributors or retailers.

1. 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 Pergo® brand product made after the edition date of these warranty conditions (see below).
2. 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 bvba, 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.
3. "INSTALLATION IMPLIES 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.
4. 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.
5. The lifetime warranty on the PerfectFold 3.0 joint only applies to permanent open joints wider than 0.2mm.

## WARRANTY PERIOD AND VALUE

This warranty is valid for 25 years on the product, and for life (limited to 33 years) on the PerfectFold 3.0 joints of the laminate flooring panels. For Pergo – Sensation, there is a water resistance warranty of 10 years (see conditions below).

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.

## SCOPE

1. The general Pergo 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 Pergo product must be installed following the Pergo installation method using the approved Pergo accessories. The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the inside of the bottom of the cardboard packaging, the back of the insert label, or in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, distributor / retailer or they can be consulted at [www.pergo.com](http://www.pergo.com). The customer / fitter must be able to provide proof that only the recommended Pergo accessories were used to install the laminate floor (identifiable from the Pergo 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 (on back of the insert label or at [www.pergo.com](http://www.pergo.com)) must be provided to the end-user by the installer.
3. In addition to this the following must be considered:
  - Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
4. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm<sup>2</sup>, 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. 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 feet.

5. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable mat at all entrance door(s).
6. 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).
7. Cooking islands for kitchens and other very heavy objects should not be 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.
8. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed immediately in all cases. Cleaning efforts involving too much water and / or the use of inappropriate cleaning products must be avoided at all times.
9. This warranty does not cover damage to the product caused by:
  - Installation error. The Pergo® product must be installed following the Pergo installation method using the approved Pergo accessories.
  - 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
  - Exposure to extreme temperature variations
  - Water damage
  - Improper maintenance

**EXTRA RESIDENTIAL WARRANTY (10 years) ON WATERRESISTANCE  
FOR PERGO LIVING EXPRESSION - SENSATION**

1. This water resistance warranty applies for installations in wet areas like bathrooms, kitchens and entrance areas. Product failure 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 24 hours. Cleaning efforts involving too much water and / or the use of inappropriate cleaning products must be avoided at all times. Since prolonged moisture exposure could irreversibly damage your laminate flooring, the Pergo installation instructions for extra water protection - Sensation must be followed. All perimeter expansion joints must be filled with a very compressible PE foam (NEFOAMSTRIP) and sealed with an elastic

waterproof transparent paste (PG Aqua Sealant) according to the installation instruction. Wall bases, profiles and door trims must be sealed along the wall and along the flooring.

4. The water resistance warranty excludes damages caused by natural disasters (i.e. floods) or naturally occurring conditions/accidents (i.e. plumbing failures, pet urine, leaking dishwashers, ....).

## **LIABILITY**

Unilin bvba, 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 service under this warranty please contact your local Pergo retailer or mail in proof of purchase and description of claim to:

Unilin bvba, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium  
Tel. +32(56) 67 53 97 - [www.pergo.com](http://www.pergo.com)

## **UNILIN'S UNDERTAKING**

Unilin bvba, 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 the laminate floor.

The cost of removing and replacing the material is borne by the purchaser.

If the product was originally installed by a professional flooring installation company, Unilin bvba, division Flooring, will cover reasonable labor costs. Unilin bvba, 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 bvba, division Flooring is not liable for labour 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.

## **Commercial warranty on Living Expression (3 years)**

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This commercial warranty is valid for Pergo Living Expression, for a period of 3 years from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all of the above mentioned conditions. In addition to this the following must be considered:

- Gloss reduction is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
- In addition, metal Pergo profiles must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

- all food areas, such as, but not limited to, restaurants and cafeterias, pubs, dance halls.
- all institutional applications, such as, but not limited to hospitals and government buildings.
- heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
- other areas that have heavy traffic and immediate access to street traffic

For areas and applications which are not covered by the standard commercial 3 year warranty, or you want a warranty of more than 3 years, a specific warranty up to 10 years can simply be requested by contacting your dealer or Unilin bvba, division Flooring.

This commercial warranty does not cover damage to the product caused by:

- Installation error. The Pergo product must be installed following the Pergo installation method using the approved Pergo accessories.
- Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether cause by a contractor, a service company, or end user
- Exposure to extreme temperatures
- Water damage
- Improper maintenance

## GENERAL INFORMATION

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Unilin bvba, division Flooring is not liable for labour 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.

Flooring panels must be checked carefully for material defects before and during installation under optimal light conditions. Panels 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. For any service-provision under this warranty, it is best to contact your local Pergo retailer or the Unilin technical service.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Pergo retailer or mail in proof of purchase and description of claim to:

Unilin bvba, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium  
Tel. +32(56) 67 52 11 - Fax. +32 (56)67 52 39 - [www.pergo.com](http://www.pergo.com)