



Laminate Floor Warranty

Serenity Floor products are protected by a warranty period starting from the date of purchase by an installer or end user, safeguarding against defects in materials, workmanship, and adherence to product specifications. To qualify for warranty coverage, it is imperative that installation, maintenance, and usage align with Serenity Floor's recommended installation instructions. The exceptional Serenity Floor Laminate products are supported by a Limited 5-Year Commercial Warranty and a Limited 30-Year Residential Warranty for manufacturing defects, as outlined below. Retaining proof of purchase, such as an invoice, bill, or statement from a Serenity Floor retailer/contractor indicating the date, price paid, and labor costs, is crucial for warranty claims.

Pre-Installation:

Serenity Floor ensures that its flooring is free of visual defects. Customers or installers are advised to meticulously inspect each piece before installation. Products displaying defects should not be installed. Serenity Floor will not assume responsibility for claims related to products installed with visual defects.

Installation:

This Limited Warranty encompasses material costs, provided the flooring is installed in accordance with Serenity Floor's Installation & Maintenance Guide, accessible at <https://www.serenityfloor.com>

WARRANTY COVERAGE

A. Structural Assurance for a Lifetime:

Serenity Floor stands behind its commitment to provide Laminate flooring of exceptional quality, ensuring it is free from manufacturing defects in milling and lamination throughout the entire lifespan of the product.

B. Finish Assurances:

The finish warranties for Serenity Floor's products come into effect when the flooring is cleaned and maintained in accordance with Serenity Floor's Care & Maintenance Guide, accessible at <https://www.serenityfloor.com>. Gloss reduction, however, is excluded from wear-through coverage under this warranty.

C. Residential Finish Guarantee:

Under standard residential conditions and with proper cleaning and maintenance as outlined in the Care & Maintenance Guide, Serenity Floor guarantees that the printed layer on its flooring products will not wear through to raw wood in any single area for the first 10 years from the date of purchase. Additionally, it will not wear through to raw wood over an area comprising



10% or more of the total installed area for 15 years and 20% or more for 30 years from the date of purchase.

D. Light Commercial Finish Assurance:

Serenity Floor extends its warranty to cover the finish on its flooring products under normal commercial conditions. With proper maintenance, as detailed in the Serenity Floor Care & Maintenance Guide, the finish will not wear through to raw wood in any single area for the initial 5 years from the date of purchase. Light Commercial areas encompass public or commercial spaces with light to moderate traffic and infrequent liquid spills, excluding specific scenarios.

These warranty provisions exclusively apply to the original retail purchaser of the flooring and are non-transferable. Serenity Floor retains the right to verify and inspect all warranty claims before determining the appropriate course of action. Inspections may involve more than one visit to the site and can be conducted by company personnel or Certified Flooring Inspectors. Defect claims may necessitate the removal of samples for analysis. Replacement costs of materials will be determined post-analysis, and Serenity Floor will repair and/or replace any material identified as defective at its discretion. If the defective flooring cannot be adequately repaired after multiple attempts, Serenity Floor will reimburse the original purchaser for the purchase price of the defective portion of the floor.

Warranty Coverage:

This Limited Warranty becomes effective upon the purchase date and is specifically applicable to the original floor owner.

Eligibility Criteria for Warranty:

- a. The warranty becomes ineffective if chairs or other furniture lack adequate floor protectors, leading to wear.
- b. Exclusions from this warranty encompass indentations, scratches, or surface damage resulting from improper maintenance, misuse, negligence, spike-heeled shoes, pebbles, sand, or other abrasives.
- c. Damages caused by fire, burns, deliberate abuse, flooding, construction projects, or installations are beyond the scope of this warranty.
- d. Warranty nullification occurs in cases of dissatisfaction or damage arising from improper installation or installation conflicting with Serenity Floor recommendations. Detailed installation instructions are accessible on our website.



- e. Labor costs for materials with evident defects and labor expenses for the repair or replacement of materials not professionally installed do not qualify for warranty coverage.
- f. Discoloration or bond failure on Serenity Floor products due to inappropriate adhesive selection or application is not covered under this warranty.
- g. The warranty is void if, before installation, the flooring lacks acclimatization to room temperature (between 65°F ~ 85°F) at the job site for 24 ~ 48 hours. Post-installation, continuous maintenance at the same temperature is mandatory.
- h. Issues arising from moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor fall outside the scope of this warranty.
- i. The warranty is invalidated if non-recommended floor care products are utilized, potentially causing damage to the floor.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES ARISING THROUGH IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE SPECIFICALLY DISCLAIMED. NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, GO BEYOND THOSE EXPLICITLY DETAILED IN THIS WARRANTY BROCHURE. SERENITY FLOOR SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES. THESE LIMITED WARRANTIES ENCOMPASS THE ENTIRE AGREEMENT BETWEEN THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE DEEMED VALID UNLESS MADE IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF SERENITY FLOOR.

THIS WARRANTY REPRESENTS THE COMPLETE EXPRESS WARRANTY OF SERENITY FLOOR LAMINATE PRODUCTS. THERE ARE NO WARRANTIES, IMPLIED OR EXPRESS, BEYOND THIS WARRANTY.

By implied warranties, Serenity Floor refers to warranties that the law presumes to have been provided by the seller even if not explicitly stated in writing. PLEASE NOTE: Some states do not permit the exclusion or limitation of incidental or consequential damages, or the imposition of restrictions on the duration of an implied warranty. Therefore, the limitations or exclusions mentioned above may not be applicable to the original owner.