

FLORESTA WARRANTY

EXCLUSIVE WARRANTY

Kennedy Floorings FLORESTA flooring products are covered by an Exclusive Warranty as described herein. The period of time the warranty is in force is dependent upon the warranty class (i.e. whether is a Gold, Silver, or Bronze warranty) and installation setting (i.e. whether it is a residential or commercial application). The warranty is non-transferable from the original purchaser. The warranty is valid from the date of purchase as shown on the purchase invoice. The Exclusive Warranty covers the following, subject to limitations described below: limited wear, structural integrity, joint integrity, and moisture. The warranty is only valid when installation and maintenance guides are followed, which can be found at www.kennedyfloorings.com. Kennedy Floorings has the sole discretion in determining if installation and maintenance guides have been properly followed. 2^{nds} or B grade materials are not included within this warranty and are sold "as is" without an implied warranty.

LIFETIME RESIDENTIAL WARRANTY



Kennedy Floorings FLORESTA flooring products with a gold class warranty that are used in a residential setting have an Exclusive Lifetime Residential Warranty. Kennedy floorings FLORESTA flooring products with a gold class warranty feature a proprietary DIAMONDGARD™ finish, and is suitable for single, and multi-family units.

10 YEAR LIGHT COMMERCIAL WARRANTY



Kennedy Floorings FLORESTA flooring products with a silver class warranty that are used in a commercial setting have a 10 year Exclusive Light Commercial Warranty. Kennedy Floorings FLORESTA products are intended to be used in non-industrial light commercial settings, and are approved for use in hotel rooms, conference rooms, offices, retail stores, restaurants, and other commercial environments similar to those listed. Use in an unapproved commercial setting will void warranty.

LIMITED WEAR WARRANTY

Kennedy Floorings FLORESTA flooring is protected by a limited wear warranty, where the product will not wear through the pattern under normal household traffic conditions. Kennedy Floorings warrants that the pattern will not wear through for the amount of years as indicated by the warranty class and installation setting. "Wear through," refers to the complete loss of the design pattern. Determination of whether damage to the pattern constitutes "wear through" will be at the sole discretion of Kennedy Floorings.

- The limited warranty applies to "wear through" on areas that have worn through by at least 2² inches and is readily visible.
- The limited wear warranty is only valid when proper maintenance procedures are followed. The limited wear warranty will be voided if abrasive cleaners or abrasive scrubbers are used on the floor.

- Damage to the wear layer caused by furniture, appliances, or heavy objects, are not covered by the limited wear warranty. It is important to use felt pads under all furniture to prevent damage to the floors, and to ensure floors are protected when moving heavy appliances or objects.
- Damage such as scratches, scrapes, cuts, damage caused by improper maintenance, abuse or abnormal usage or any other damage caused by abnormal wear and tear is not cover by the limited wear warranty. Reduction in gloss or surface texture is not considered wear.
- Damage caused by the external environment is not covered under the warranty.
- Scratches or reduction in gloss level is not considered wear.
- Refer to the maintenance and installation guides found at www.kennedyfloorings.com for more information.

STRUCTURAL INTEGRITY WARRANTY

Kennedy Floorings FLORESTA flooring products are protected by a structural integrity warranty for the amount of years as indicated by the warranty class and installation setting. The structural integrity warranty guarantees that FLORESTA flooring products from Kennedy Floorings will remain structurally sound and free from cupping, warping, and delamination.

- The structural integrity warranty is only valid when installation instructions are adhered to, and the SUITABLE ENVIRONMENT and SUITABLE SURFACES guidelines are followed.
- The structural integrity warranty does not cover structural changes of the flooring caused by a failure or structural change of the sub floor.
- The structural integrity warranty does not cover structural changes of the flooring caused by exposure to extreme environmental conditions. Acceptable environmental conditions can be found in the installation guide.
- External factors that lead to a structural failure such as hydrostatic pressure are not covered under warranty.
- Objects that cause indentations are not covered under warranty.

JOINT INTEGRITY WARRANTY

Kennedy Floorings FLORESTA flooring is protected by a joint integrity warranty for the amount of years indicated by the warranty class and installation setting. The joint integrity warranty guarantees that the joints on Kennedy Floorings FLORESTA products will remain secure and will not come apart when the installation guide is followed.

- Minor joint gapping of 0.5mm is acceptable. Excessive gapping caused by improper installation will not be covered under the warranty.
- The joint integrity warranty is only valid when the installation guide is followed. Use of an unapproved adhesive will void the joint integrity warranty.
- Failure of locking system from improper installation is not covered under warranty.
- Joint failure caused by inadequate sub-floor preparation are not covered under warranty.
- Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.
- This warranty does not cover locking system failure caused by rolling loads

MOISTURE WARRANTY

Kennedy Floorings FLORESTA flooring is protected by a moisture warranty for the amount of years as indicated by the warranty class and installation setting. This warrants that, under normal conditions and reasonable use, Floresta will be resistant from moisture damage from typical cleaning, mopping, and household spills.

- Everyday spills are covered up to 96 hours.
- The moisture warranty does not cover flooding, leaking pipes or appliances, mechanical failures, or pet urine.
- The moisture warranty does not cover concrete slab moisture, flooding, hydrostatic pressure, or natural disasters.

MANUFACTURING DEFECTS

Kennedy Floorings FLORESTA products come with a 1 year warranty to guarantee that Kennedy Floorings FLORESTA products are free of any manufacturing defects.

- Installation of product that is visibly defective at the time of installation is not covered under warranty.

CLAIMS

If you believe you have a claim, please contact your dealer that sold you the product as soon as possible to begin the claim process. You may speed up this process by taking multiple photos of the affected area and filling out the appropriate fields on the claim form found at www.kennedyfloorings.com/warranty.

- An appointment will need to be made through your dealer for a Kennedy Floorings representative to inspect the site. A physical sample of the product from the affected area may be required to fulfill the warranty claim process. Email the claim form and photos to claims@kennedyfloorings.com or if you have any questions or concerns. Alternative contact information is provided below.
- In the event of an approved claim, Kennedy Floorings will first attempt to restore and repair. If R&R is unsuccessful, Kennedy Floorings will provide replacement FLORESTA flooring of the same or similar style, size, and quality. Kennedy Floorings will not cover miscellaneous expenses such as time lost, cost to move objects and furniture, and freight.

WHAT KENNEDY FLOORINGS WILL DO WITH VALID CLAIM

In the event of an approved claim, Kennedy Floorings will first attempt to restore and repair. If R&R is unsuccessful, Kennedy Floorings will provide replacement FLORESTA flooring of the same or similar style, size, and quality for the affected area. Kennedy Floorings will not cover miscellaneous expenses such as time lost, cost to move objects and furniture, and freight. Replacement of product will be valued at the pro-rated percentage cost of the material.

- For lifetime warranty, the percentage is determined by the numbers of years since the product was purchased and the remaining period up to 30 years. For example; if a claim is validated after 12 years since the time of purchase, Kennedy Floorings will pay 60% (18/30th) of the material.
- Claims validated after 30 years will be honoured with a 5% discount on your next purchase of a Kennedy Floorings product.
- If your flooring was installed by a certified professional flooring installer, reasonable labour costs within the first 3 years after the purchase date will be paid.
- No labour costs will be included and paid out for claims after 3 years from the purchase date.

Kennedy Floorings holds the sole rights in determining whether or not a claim is valid.

RESOURCES

- Installation guides can be found at www.kennedyfloorings.com/installation
- Maintenance guides can be found at www.kennedyfloorings.com/maintenance
- Additional warranty documents and claim forms can be found at www.kennedyfloorings.com/warranty