

Pergo Commercial Limited Lifetime Residential and Limited 10-Year Commercial Warranty

Pergo Commercial Limited Lifetime Residential Warranty

Pergo, LLC ("Pergo") provides the following limited lifetime residential warranty to the original purchaser for as long as he or she owns the flooring: (1) the laminate surface will not wear through; (2) the floor will not fade due to sun or electrical light; (3) the floor will not stain; (4) the floor will resist damage from moisture due to damp mopping and everyday spills when removed promptly; and (5) the joint will remain secure under normal use conditions. This limited warranty is subject to the conditions described in the "Conditions" section below and does not apply if used in any commercial setting.

Pergo Commercial Limited 6-Month Manufacturing Warranty

Pergo provides a limited warranty to the original purchaser for six (6) months from the date of purchase covering any manufacturing defects in the flooring.

The Pergo Commercial Limited 6-Month Manufacturing Warranty is made subject to the following condition:

This limited warranty does not cover any damage that occurs during shipment or installation.

Pergo Commercial Limited 10-Year Commercial Warranty

Pergo provides the following limited commercial warranty to the original purchaser for 10 years from the date of purchase: (1) the laminate surface will not wear through; (2) the floor will not fade due to sun or electrical lights; and (3) the floor will not stain. This limited warranty is subject to the conditions described in the "Conditions" section below and only applies if used in one of the following commercial areas:

- Retail: Hallways, Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Checkout (but cannot bolt cash registers or furnishings to the floor), Entryways (walk off mats required), and Hair Salons.
- Medical Offices: Hallways, Waiting Rooms, Entryways, and Storage Areas.
- Hotels: Guest Rooms, Lobby, and Conference/Meeting Rooms.
- Offices and Restaurants: Hallways, Offices/Meeting Rooms, Entryways, and Lobby.
- Institutional/Light Industrial: Classrooms/Meeting Rooms, Hallways, Entryways, and Residence Halls/Common Areas.

The Pergo Commercial Limited Lifetime Residential Warranty and Limited 10-Year Commercial Warranty are made subject to the following conditions:

- 1) The floor must be installed properly in accordance with Pergo installation instructions. The instructions should be obtained through a retailer or at 1-800-33-PERGO (1-800-337-3746) or www.pergo.com. Proper installation includes, but is not limited to, the following:
 - A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - When installing over concrete, a calcium chloride moisture test must be performed. Readings greater than 5 lbs./1,000 sq. ft./24 hours are unacceptable for installation. If a moisture meter is used, a reading greater than 4.5% is unacceptable.
 - A polyethylene film vapor barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 14% throughout the entire installation.
 - If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8,000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installations, the floor must be allowed to set overnight for 12 hours before resuming normal usage of the room.
 - Foam underlayment must meet or exceed 2.0 lb polyethylene foam (1.9-2 lb density), CFC Free, 1.8mm to 2.1mm thickness.
 - When installing Pergo in special situation areas such as: terrazzo, pier and beam, radiant heating and to also learn how to properly acclimate your floor, please contact our consumer help line at 1-800-33-PERGO (1-800-337-3746) or log on to www.pergo.com to obtain important additional information.
- 2) The flooring must be used only indoors in a dry, climate-controlled area.
- 3) The flooring must be maintained in accordance with Pergo care and maintenance instructions.

- 4) Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of a jet mop, spray mop, or similar wet mop with the flooring is not covered by this limited warranty.
- 5) Surface wear must be readily visible (i.e. approximately 1/2 square inch). Gloss or sheen reduction is not surface wear and is not covered by these limited warranties.
- 6) These limited warranties do not apply to water damage, including but not limited to water damage caused by flooding, standing water (water that remains on floor longer than 30 minutes), leaking pipes, mechanical failures, appliance leaks or pet urine.
- 7) These limited warranties do not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.
- 8) These limited warranties do not apply to flooring installed on a concrete subfloor unless a non-recycled (100% virgin resin) 6-mil. polyethylene film vapor barrier with a density of 0.92 lbs./cubic foot and a thickness tolerance of +/- 10% is installed over the concrete subfloor that emits a water vapor no greater than 5 lbs. per 1,000 sq.ft. within 24 hrs.
- 9) These limited warranties do not apply to Pergo moldings.
- 10) Installation of flooring that contains any manufacturing defect is not covered by these limited warranties.

How to Make Claims:

Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

Pergo's Responsibility:

If Pergo accepts a claim under any of the limited warranties above, Pergo will repair or replace, at its option, the affected Pergo flooring material only. If Pergo in its sole discretion determines that such repair or replacement is not reasonably achievable, Pergo may choose to refund the purchase price of the affected Pergo flooring material. If the design for which a claim is made is no longer available, Pergo will replace the affected floor materials with another Pergo design of equal or greater value at Pergo's discretion. Upon approval of the warranty claim, Pergo will provide you with instructions on the manner in which to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved or your rights under the limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These limited warranties give you specific legal rights, and you may also have other rights which vary from State to State.

DISCLAIMERS:

PERGO DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.

Pergo disclaims liability for incidental and consequential damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These limited warranties are not transferable. They extend only to the original end-consumer.

Samples, descriptions, and other information concerning the product contained in Pergo catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Pergo. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Pergo's warranties.

The provisions of these limited warranties are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. These limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Pergo.