

Lifetime limited warranty for engineered wood floors with Woodura® surface technology for consumers within EES and the United Kingdom

BJELIN

This warranty covers Bjelin's engineered wood flooring with Woodura® Surface Technology purchased in an EES country or the United Kingdom after 1 October 2021 for residential interior use. The warranty extends to the first consumer purchase and the original installation only and expires upon transfer of the ownership of the house or apartment where the product is installed, or upon the resale, transfer or relocation (after installation) of the product. Coverage will be lost if the original purchaser fails to strictly follow all installation and maintenance instructions and recommendations as provided by Bjelin to the consumer.

FREE FROM DEFECT IN MATERIAL AND WORKMANSHIP WARRANTY

Bjelin 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. Bjelin warrants that your Bjelin floor with Woodura® Surface Technology and the 5G® Dry™ installation system will not swell, cup, or crack due to normal cleaning practices (see the Care and Maintenance instructions for additional information).

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.

LIMITED LIFETIME WARRANTY FOR STRUCTURAL DURABILITY

Bjelin 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 will not delaminate when properly installed and maintained according to Bjelin's installation and maintenance procedures, as enclosed with the product.

LIMITED LIFETIME WARRANTY FOR WATERPROOFNESS

What does waterproof mean under this limited warranty?

Bjelin 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 Bjelin 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, Bjelin 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 LIFETIME 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.

Bjelin 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 1 square centimetre.

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 Bjelin considers normal conditions, i.e. an indoor relative humidity level between 35% and 65%. Although flooring with Woodura® Surface Technology 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 Technology 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 Bjelin directly or from www.valingeflooring.com before installing the flooring.

The above statement of warranty is the only warranty provided by Bjelin for its flooring products with Woodura® Surface Technology and the 5G® Dry™ installation system. Bjelin does not have responsibility for any supplemental warranties, as may be provided by any agent, distributor or salesperson.

In no event shall Bjelin be liable or in any manner responsible under this warranty 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 Bjelin or its

representatives have been advised of the possibility of such damages before sale.

HOW TO GET WARRANTY SERVICE

Each panel of Bjelin'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 Bjelin considers to be normal applications and conditions.

In the unlikely event that the waterproofness, the wear layer, the bonding or other structural aspect of a flooring panel with Woodura® Surface Technology fails, the purchaser must contact the Bjelin dealer from which the original purchase was made no later than two months after discovering the defect but within the time period of the applicable limited warranty.

The following items must be presented to the authorized Bjelin 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.*

Bjelin's authorized dealer may inspect the product on site and provide its own conclusions for the claim. Bjelin reserves the right to and must be enabled to inspect the product where it is installed for this warranty to apply. Bjelin may exercise this right within its own discretion.

WHAT BJELIN WILL DO SHOULD YOU NEED WARRANTY SERVICE:

If your claim is accepted under this limited warranty, Bjelin will authorize your dealer to, at Bjelin's option, repair or replace the affected flooring material. If the flooring was professionally installed, Bjelin will pay the reasonable labor costs for the professional installer to perform the replacement or repair of the flooring. If the installed product is no longer available, Bjelin will authorize your dealer to replace the affected floor with another style of equal value.

The foregoing reflects the only remedies available under this limited warranty. In no event will Bjelin be liable for any incidental, consequential or punitive damages under this warranty.

Any claim under the warranty must be made within two months of the date upon which the defect first became known to the purchaser.

HOW THE RELEVANT LAWS APPLY

This warranty gives specific legal rights in addition to applicable national legislation governing the sale of consumer goods. Such legislation rights are not affected by this warranty.

