

Quick•Step® Studio™ Limited Lifetime Residential Warranty for Floor Installations Only

Quick•Step® is so confident in the design and durability of our laminate flooring products that we back them with a Limited Lifetime Warranty¹. This Limited Lifetime Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, wear and moisture resistance² during normal residential use.

Joint Integrity

The click-lock joint will not fail³.

Stain Resistance

Quick•Step® Studio™ flooring will resist staining⁴.

Fade Resistance

Quick•Step Studio flooring will resist fading from exposure to sunlight or artificial light⁵.

Wear Resistance

Quick•Step Studio flooring wear layer will not wear through the design layer⁶.

Water Resistance

Quick•Step Studio flooring will resist water damage under normal use⁷.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Lowe's store number _____

Lowe's store address _____

Purchase date _____

Product name _____

THIS EXPRESS WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.**Implied Warranty of Fitness for a Particular Purpose**

Quick•Step provides detailed information in its product literature regarding appropriate applications for its laminate flooring. Failure to comply with recommended applications voids this warranty. There are no warranties extended beyond the description on the face hereof.

Implied Warranties Limited in Duration and Scope

The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections. There are no warranties extended beyond the description on the face hereof.

Quick•Step Studio flooring carries the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply. If you have questions regarding the warranty information, please contact your Lowe's store, the manufacturer or our website QuickStepatLowe.com.

1. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Quick•Step Studio brand product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence and according to the manufacturer's recommended installation instructions.

Quick•Step Studio Limited Lifetime[®] Residential Warranty for Floor Installations Only

2. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. It includes the delamination or reduced resistance of the wear layer, but does not include, in beveled-edge products, wear along the edges of the panels less than 3/16" (5mm) from the edge. Quick•Step will repair or replace the product, at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied by the manufacturer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. Visibly defective panels should never be installed. If the product was originally professionally installed, Quick•Step will cover reasonable labor costs. Quick•Step can never be held liable and is not responsible for any secondary damage or consequential damages.
3. This warranty does not cover damage to the product caused by installation errors. The product must be installed following the Quick•Step Studio installation instructions using approved accessories.
4. The lifetime locking warranty on the click-lock joint only applies to open joints greater than 0.01 inches (0.2mm).
5. This warranty applies only to Quick•Step Studio brand product installed according to the manufacturer's recommended installation instructions in indoor climate controlled residential spaces. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. The installation instructions are included in the cartons of product or may be obtained by contacting your Lowe's store. The instructions may also be viewed at QuickStepatLowe.com. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this residential warranty must be provided to the end user by the installer.
6. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. The damage to the product must be evident, measuring, per product unit (plank) at least 1.40 square centimeter or 0.5 square inch, and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to, damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber (not plastic or metal) wheels (suitable for hardwood flooring), or an adequate protective mat or protective castor cups must be put under this furniture.
7. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring. Scratching during and after installation is not covered. Gloss reduction is not surface wear.
8. This warranty does not apply to damage from exposure to extreme heat, dryness, water saturation or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas, in extremely dry areas or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
9. The water resistance warranty does not apply to damage caused by events beyond everyday household spills including, but not limited to, flooding, standing water (water that remains on the floor longer than 30 minutes), leaking pipes, mechanical failures, appliance leaks or urine. The water resistance warranty does not apply to beveled edge products when used in bathrooms.
10. This warranty excludes damage caused by water or moisture trapped beneath the floor due to improper subflooring or underlayment including but not limited to damage from 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.
11. This warranty excludes damage caused by moisture left on the floor, overly wet cleaning and/or the use of inappropriate cleaning products. Prolonged water exposure could damage your laminate flooring.
12. Flooring planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The manufacturer or retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and non-warranty repairs are excluded from coverage.
13. Under no circumstances will Quick•Step be 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.
14. **Pro Ration of Warranty Period.** The Limited Lifetime Residential warranty period is pro rata over 33 years. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Quick•Step Studio original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 33 years for the general warranty for flooring and/or 33 years on the integrity of the click-lock joint. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a claim is made is no longer available, the customer will be able to choose a Quick•Step Studio product of equal value from the current product range. Warranty coverage is limited to a one-time floor replacement.

Quick-Step Studio Limited Lifetime^{*} Residential Warranty for Floor Installations Only

For service under this warranty please contact your local Lowe's store. Describe the problem and in many cases, they can provide you with a solution.

For installation, maintenance and technical questions please call (888) 387-9882.

Quick-Step Studio laminate flooring is manufactured by

Unilin Flooring North America LLC

550 Cloniger Drive

Thomasville, NC 27360

End Notes

1 See General Terms and Conditions point 14

2 See General Terms and Conditions points 1 - 14

3 See General Terms and Conditions points 4 - 5

4 See General Terms and Conditions point 8

5 See General Terms and Conditions points 12

6 See General Terms and Conditions points 6 - 7

7 See General Terms and Conditions points 8 - 11

Quick•Step Studio 5 Year Limited Commercial Warranty for Floor Installations Only

Quick•Step® is so confident in the design and durability of our laminate flooring products, that we back them with a 5 year Light/Medium Commercial Warranty¹. This Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, and wear² through during normal use.

Joint Integrity

The click-lock joint will not fail³.

Stain Resistance

Quick•Step® Studio™ flooring will resist staining⁴.

Fade Resistance

Quick•Step Studio flooring will resist fading from exposure to sunlight or artificial light⁵.

Wear Resistance

Quick•Step Studio flooring wear layer will not wear through the design layer⁶.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Lowe's store number _____

Lowe's store address _____

Purchase date _____

Product name _____

The above mentioned warranties do not apply to:

- all food areas, such as, but not limited to, restaurants, cafeterias, bars, kitchens.
- all institutional applications, such as, but not limited to hospitals and government buildings
- heavy commercial areas, such as, but not limited to airports, lobbies, mall corridors, schools
- beauty salons, barber shops, dance halls/studios, gymnasiums
- other areas that have heavy traffic or immediate access to street traffic

THIS EXPRESS WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.

Implied Warranty of Fitness for a Particular Purpose

Quick•Step provides detailed information in its product literature regarding appropriate applications for its laminate flooring. Failure to comply with recommended applications voids this warranty. There are no warranties extended beyond the description on the face hereof.

Implied Warranties Limited in Duration and Scope

The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections. There are no warranties extended beyond the description on the face hereof.

Quick•Step Studio 5 Year Limited Commercial Warranty for Floor Installations Only

General Terms and Conditions for Commercial Warranty

Quick•Step Studio flooring carries the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply. If you have questions regarding the warranty information, please contact your Lowe's store, the manufacturer or our website QuickStepatLowe.com.

1. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Quick•Step Studio brand product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed according to the manufacturer's recommended installation instructions.
2. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. It includes the delamination or reduced resistance of the wear layer, but does not include, in beveled-edge products, wear along the edges of the panels less than 3/16" (5mm) from the edge. Quick•Step will repair or replace the material only, at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied by the manufacturer. There will be no other form of compensation. Quick•Step is not responsible for labor charges, installation charges, or similar costs. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. Visibly defective panels should never be installed. Quick•Step can never be held liable and is not responsible for any secondary damage or consequential damages.
3. This warranty does not cover damage to the product caused by installation errors. The product must be installed following the Quick•Step Studio installation instructions using approved accessories.
4. The joint integrity warranty on the click-lock joint only applies to permanent open joints greater than 0.01 inches (0.2mm).
5. This warranty applies only to Quick•Step Studio brand product installed according to the manufacturer's recommended installation instructions in indoor climate controlled spaces. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. The installation instructions are included in the cartons of product or may be obtained by contacting your Lowe's store. The instructions may also be viewed at QuickStepatLowe.com. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this commercial warranty must be provided to the end user by the installer. Metal, vinyl or other appropriate transitions must be used for commercial applications.
6. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a light/medium commercial environment. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least 1.40 square centimeter or 0.5 square inch, and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to, damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective (felt or rubber) material. Chairs, sofas or furniture with casters must be fitted with soft rubber (not plastic or metal) wheels (suitable for hardwood flooring), or an adequate protective mat or protective caster cups must be put under this furniture.
7. A suitable mat or a sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring. Gloss or sheen reduction is not surface wear, and scratching during and after installation is not covered. For commercial applications, superficial surface scratches as a result of daily use have to be accepted.
8. This warranty does not apply to damage from exposure to extreme heat, dryness, water saturation or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas, in extremely dry areas or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
9. This warranty excludes damage caused by water or moisture on the surface of the floor or on the plank edges.
10. This warranty excludes damage caused by water or moisture trapped beneath the floor due to improper sub-flooring or underlayment including but not limited to damage from 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.
11. This warranty excludes damage caused by moisture left on the floor, overly wet cleaning and/or the use of inappropriate cleaning products. Prolonged water exposure could damage your laminate flooring.

Quick•Step Studio 5 Year Limited Commercial Warranty for Floor Installations Only

12. Flooring planks must be checked carefully for material defects before and during installation and under optimal lighting conditions. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty repairs are excluded from coverage.
13. Under no circumstances will Quick•Step be 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.
14. **Pro Ration of Warranty Period.** The 5 Year Limited Commercial warranty is pro rata over 5 years. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Quick•Step Studio original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 5 years for the general warranty for flooring and on the integrity of the click-lock joint. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a claim is made is no longer available, the customer will be able to choose a Quick•Step Studio product of equal value from the current product range. Warranty coverage is limited to a one-time floor replacement.

For service under this warranty please contact your local Lowe's store. Describe the problem and in many cases, they can provide you with a solution.

For installation, maintenance and technical questions please call (888) 387-9882.

Quick-Step Studio laminate flooring is manufactured by
Unilin Flooring North America LLC
550 Cloniger Drive
Thomasville, NC 27360

¹ See General Terms and Conditions point 14

² See General Terms and Conditions points 1 - 14

³ See General Terms and Conditions points 4 - 5

⁴ See General Terms and Conditions point 8

⁵ See General Terms and Conditions points 12

⁶ See General Terms and Conditions points 6 - 7

Quick•Step Studio Limited Lifetime* Residential Warranty for Wall Installations Only

Quick•Step® provides the following limited lifetime* residential warranty to the original purchaser for as long as he or she owns the product in its original installation: (1) the laminate surface will not fade due to sun or electrical light; and (2) the laminate surface will not stain. These limited warranties are subject to the conditions described in the “Conditions” section below.

Quick•Step Studio™ Limited 6-Month Manufacturing Warranty

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

The Quick•Step Studio 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.

All areas must be assessed prior to installation to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, high impact use and moisture/water exposure. Other than the specific warranty identified above, Quick•Step provides no additional warranties and Quick•Step does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Quick•Step is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Quick•Step Studio representative for questions on performance in specific locations.

The Quick•Step Studio Limited Lifetime* Residential Warranty is made subject to the following conditions:

1. The product must be installed properly in accordance with Quick•Step Studio wall installation instructions.
2. The product must be used only indoors in a dry, climate-controlled area.
3. These limited warranties apply to vertical wall installations only. They do not apply to floor installations.
4. Other horizontal uses of this product are not covered by these limited warranties. Never install this product on a ceiling or as a countertop.
5. The product must be maintained in accordance with Quick•Step Studio care and cleaning instructions.
6. Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting.
7. Gloss or sheen change and variations from later product additions or non-warranty repairs are not covered by these limited warranties.
8. These limited warranties do not apply to water damage, including but not limited to water damage caused by flooding, standing water, leaking pipes, mechanical failures, appliance leaks or pet urine. Do not use this product as a backsplash or otherwise install near sinks or other wet work areas.
9. These limited warranties do not apply to damage caused by water or moisture in the wall or behind the product, including but not limited to damage from hydrostatic pressure (water or moisture on the wall behind the product that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being behind the product.
10. These limited warranties do not apply to moldings.
11. Installation of product that contains any manufacturing defect is not covered by these limited warranties.
12. These warranties do not apply to any product installed in a commercial application.

** The warranty period is pro rata 33 years. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership based upon 33 years. Any services provided as part of this warranty do not extend the original warranty period.*

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.

Quick•Step's Responsibility:

If Quick•Step accepts a claim under any of the limited warranties above, Quick•Step will repair or replace, at its option, the affected Quick•Step Studio product material only. Labor costs for removal and/or installation or repair associated with a warranty claim are not covered. If Quick•Step in its sole discretion determines that such repair or replacement is not reasonably achievable, Quick•Step may choose to refund the purchase price of the affected Quick•Step Studio material. If the design for which a claim is made is no longer available, Quick•Step will replace the affected product materials with another Quick•Step Studio design of equal or greater value at Quick•Step's discretion. Upon approval of the warranty claim, Quick•Step will provide you with instructions on the manner in which to proceed in order to have your material 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.

Quick•Step Studio Limited Lifetime¹ Residential Warranty for Wall Installations Only

DISCLAIMERS:

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

Quick•Step 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 Quick•Step Studio 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 Quick•Step Studio. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Quick•Step Studio'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 Quick•Step.

Care and Cleaning

Dry wipe as primary cleaning method. Occasionally damp wipe with water only. **NO** wet washing. If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water. **DO NOT** use detergents, abrasive cleaners, soaps, waxes or polishes. Wipe off spills immediately. **DO NOT allow moisture to remain on the product surface for longer than 30 minutes.**

For service under this warranty please contact your local Lowe's store. Describe the problem and in many cases, they can provide you with a solution.

For installation, maintenance and technical questions please call (888) 387-9882.

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