

APPENDIX D



WARRANTY CERTIFICATE

LG HAUSYS RESIDENTIAL/COMMERCIAL FLOORS LIMITED WARRANTY

**1. Limited Product Warranty**

LG Hausys (“LGH”) hereby warrants that its residential/commercial flooring products (“Products”) shall be free from any manufacturing defects and wear-out for the applicable period stated hereunder subject to appropriate maintenance of the Products for residential/commercial use.

All warranties in this Limited Product Warranty are given only to the original retail purchaser of the Products. This warranty is not transferable.

**2. No Warranty for Workmanship**

Limited Product Warranty hereunder EXCLUDES any workmanship including the installation of the Products. Any issues with respect to workmanship should be addressed to the individual fabricator who performed the installation of the Products. All LGH Products should be installed by professional fabricator with expertise in the relevant field.

**3. Terms & Conditions**

Limited Product Warranty hereunder shall be subject to the following terms and conditions:

- ① LG Hausys Product is properly installed over a properly prepared subfloor.
- ② The floor is regularly maintained using an approved maintenance system as laid out in the LG Hausys Maintenance Manual and using properly maintained equipment and appropriate cleaning tools.
- ③ **Within One (1) Year:** If any defect(s) covered by this warranty is reported to LG Hausys in writing within one year from the date of retail purchase, LGH, at its sole discretion, replace the defective Product with new Product(s) or repair the defective Product. Labor reimbursed at 100% reasonable and customary charges.
- ④ **Within Two (2) Years:** If any defect(s) covered by this warranty is reported to LG Hausys in writing after one year but within two years from the date of retail purchase, LGH shall, at its sole discretion, replace the defective Product with new Product(s) or repair the defective Product at its own cost. Labor reimbursed at 50% reasonable and customary charges.
- ⑤ **After Two Years:** If a defect covered by this warranty is reported to LG Hausys in writing after two years but within the applicable products and years below from the date of retail purchase, LGH shall, at its sole discretion, replace the defective Product with new Product(s) or repair the defective Product at its own cost. No reimbursement for any labor costs.
- ⑥ LG HAUSYS SHALL NOT BE LIABLE FOR ANY LABOR COSTS FOR REPAIR OR REPLACEMENT OF THE PRODUCTS THAT WERE VISIBLE AND APPARENT BEFORE OR AT THE TIME OF INSTALLATION.

**4. EXCLUSIONS**

Limited Product Warranty hereunder does NOT cover any of the following circumstances:

- Damage caused by negligence, accidents, misuse, or abuse
- Improper installation and/or maintenance.
- Defects or changes due to excessive moisture, alkaline, or water pressure from the subfloor.
- Color variations between Products and/or samples or photographs.
- Discoloration due to Ultra Violet rays or other or heat sources.
- Surface scratches, changes in shading, texture, and/or gloss incurred during use.
- Indentations or wear caused by improper loading including but limited to any high heels, spiked shoes, rolling loads or chairs and furniture with no floor protectors.
- Damage caused due to chemically reactive materials, carpet crocking, dye, mold, stains, spillages, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while

- buffing.
- Loss of any surface treatment features under following conditions:
  1. After buffing and/or waxing
  2. Improper and/or inadequate maintenance
  3. Damages (scratches, abrasion) on surface due to long-term usage and/or heavy traffic
- Damage caused by improper shipment, delivery or storage.
- Damage and/or discoloration due to exterior installation.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.

**5. Note**

**THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE SPECIFICALLY EXCLUDED. LG HAUSYS EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.** SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

**Applicable Products and Years**

Product	Specification	Manufacturing Defects Warranty	Limited Wear Warranty	
			Residential	Commercial
LVT	<Grande Style> Total Thickness: 5.0mm Wear Layer: 0.5mm	10 years	30 years	10 years
	<Denali> Total Thickness: 3.0mm Wear Layer: 0.5mm	10 years	30 years	10 years
	<Pike's Peak> Total Thickness: 2.5mm Wear Layer: 0.5mm	10 years	30 years	10 years
	<Grand Teton> Total Thickness: 2.5mm Wear Layer: 0.3mm	7 years	25 years	7 years for Light Commercial
Sheet	<Sports Floor Plus> Total Thickness: 6.5mm Wear Layer: 1.5mm	10 years	30 years	10 years
	<Natural Selection> Total Thickness: 2.2mm Wear Layer: 0.5mm	10 years	25 years	10 years