



Timber Ridge

FLOORING COMPANY

15 YEAR WARRANTY

8 MM LAMINATE | Select Series

What this Residential Limited Warranty covers:

Timber Ridge warrants that from the date of the original purchase throughout the length of the warranty (15 years) of the product you purchase, your Laminate Floor:

- Will not stain
- Will not wear through
- Will not fade as a result of direct sunlight or artificial light

Lifetime Structural Integrity Warranty:

Timber Ridge warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Any damage to the wear layer must be evident and visible measuring at least two (2) square inches.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 15 days after discovering the defect but within the time period of this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

What Timber Ridge will do should you need warranty service:


If Timber Ridge honors a claim under this limited warranty, it will repair or replace, at its option, the cost of the affected flooring material only on a pro-rated basis (on original invoice of material only to original purchaser) for the duration of the warranty. The original purchaser shall be responsible for the difference between the replacement/repair amount and the pro-rated amount. If professionally installed, Timber Ridge will pay the reasonable labor costs to perform the replacement or repair during the first one (1) year from the date of the original purchase. In

the event that the color installed is no longer available, Timber Ridge will authorize your dealer to replace the affected floor with another Timber Ridge product of equal value and the pro-rated invoice value will be applied to the new Timber Ridge product with the original purchaser being responsible for the difference, if any. The above described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty. This Residential Limited Warranty is subject to the following conditions: This limited warranty is valid only in North America. The warranty is not transferable and extends only to the original purchaser. This limited warranty applies only where the affected area is visible and covers an area greater than two square inches. The flooring must be installed in accordance with Timber Ridge's recommended installation instructions.

This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact, or cutting
- Improper installation
- Improper cleaning, care and maintenance
- Freight
- Modification, alterations, repair, or service by a non-authorized floor covering dealer
- Water damage
- Damage due to failure to use appropriate chair pads
- Damage resulting from or in connection with subfloor conditions
- Damage resulting from excessive wear, abuse, or use.
- Installed flooring in bathrooms, laundry rooms or areas with excessive moisture (indirect or direct).

Please Note: This warranty excludes any visual defects apparent after installation of floor, as it is the responsibility of the Owner/Installer to inspect all product at time of purchase/installation. Timber Ridge does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Timber Ridge shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state. Timber Ridge reserves the right to designate a representative, inspector or flooring professional to inspect the floor at issue and remove any necessary samples for analysis.





Timber Ridge

FLOORING COMPANY

25 YEAR WARRANTY

12 MM LAMINATE | Premium Series

What this Residential Limited Warranty covers:

Timber Ridge warrants that from the date of the original purchase throughout the length of the warranty (25 years) of the product you purchase, your Laminate Floor:

- Will not stain
- Will not wear through
- Will not fade as a result of direct sunlight or artificial light

Lifetime Structural Integrity Warranty:

Timber Ridge warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Any damage to the wear layer must be evident and visible measuring at least two (2) square inches.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 15 days after discovering the defect but within the time period of this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

What Timber Ridge will do should you need warranty service:

If Timber Ridge honors a claim under this limited warranty, it will repair or replace, at its option, the cost of the affected flooring material only on a pro-rated basis (on original invoice of material only to original purchaser) for the duration of the warranty. The original purchaser shall be responsible for the difference between the replacement/repair amount and the pro-rated amount. If professionally installed, Timber Ridge will pay the reasonable labor costs to perform the replacement or repair during the first one (1) year from the date of the original purchase. In

the event that the color installed is no longer available, Timber Ridge will authorize your dealer to replace the affected floor with another Timber Ridge product of equal value and the pro-rated invoice value will be applied to the new Timber Ridge product with the original purchaser being responsible for the difference, if any. The above described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty. This Residential Limited Warranty is subject to the following conditions: This limited warranty is valid only in North America. The warranty is not transferable and extends only to the original purchaser. This limited warranty applies only where the affected area is visible and covers an area greater than two square inches. The flooring must be installed in accordance with Timber Ridge's recommended installation instructions.

This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact, or cutting
- Improper installation
- Improper cleaning, care and maintenance
- Freight
- Modification, alterations, repair, or service by a non-authorized floor covering dealer
- Water damage
- Damage due to failure to use appropriate chair pads
- Damage resulting from or in connection with subfloor conditions
- Damage resulting from excessive wear, abuse, or use.
- Installed flooring in bathrooms, laundry rooms or areas with excessive moisture (indirect or direct).

Please Note: This warranty excludes any visual defects apparent after installation of floor, as it is the responsibility of the Owner/Installer to inspect all product at time of purchase/installation. Timber Ridge does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Timber Ridge shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state. Timber Ridge reserves the right to designate a representative, inspector or flooring professional to inspect the floor at issue and remove any necessary samples for analysis.





Timber Ridge

FLOORING COMPANY

15 YEAR WARRANTY

5.5 MM WPC | Premium Collection

What this Residential Limited Warranty covers:

Timber Ridge warrants that from the date of the original purchase throughout the length of the warranty (15 years) of the product you purchase, your WPC Floor:

- Will not stain
- Will not wear through
- Will not fade as a result of direct sunlight or artificial light

Lifetime Structural Integrity Warranty:

Timber Ridge warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Any damage to the wear layer must be evident and visible measuring at least two (2) square inches.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 15 days after discovering the defect but within the time period of this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

What Timber Ridge will do should you need warranty service:

If Timber Ridge honors a claim under this limited warranty, it will repair or replace, at its option, the cost of the affected flooring material only on a pro-rated basis (on original invoice of material only to original purchaser) for the duration of the warranty. The original purchaser shall be responsible for the difference between the replacement/repair amount and the pro-rated amount. If professionally installed, Timber Ridge will pay the reasonable labor costs to perform the replacement or repair during the first one (1) year from the date of the original purchase. In

the event that the color installed is no longer available, Timber Ridge will authorize your dealer to replace the affected floor with another Timber Ridge product of equal value and the pro-rated invoice value will be applied to the new Timber Ridge product with the original purchaser being responsible for the difference, if any. The above described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty. This Residential Limited Warranty is subject to the following conditions: This limited warranty is valid only in North America. The warranty is not transferable and extends only to the original purchaser. This limited warranty applies only where the affected area is visible and covers an area greater than two square inches. The flooring must be installed in accordance with Timber Ridge's recommended installation instructions.

This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact, or cutting
- Improper installation
- Improper cleaning, care and maintenance
- Freight
- Modification, alterations, repair, or service by a non-authorized floor covering dealer
- Water damage
- Damage due to failure to use appropriate chair pads
- Damage resulting from or in connection with subfloor conditions
- Damage resulting from excessive wear, abuse, or use.
- Installed flooring in bathrooms, laundry rooms or areas with excessive moisture (indirect or direct).

Please Note: This warranty excludes any visual defects apparent after installation of floor, as it is the responsibility of the Owner/Installer to inspect all product at time of purchase/installation. Timber Ridge does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Timber Ridge shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state. Timber Ridge reserves the right to designate a representative, inspector or flooring professional to inspect the floor at issue and remove any necessary samples for analysis.





Timber Ridge

FLOORING COMPANY

25 YEAR WARRANTY

WPC / Rigidcore | Exclusive Collection & Tile-Look

What this Residential Limited Warranty covers:

Timber Ridge warrants that from the date of the original purchase throughout the length of the warranty (25 years) of the product you purchase, your WPC / Rigidcore Floor:

- Will not stain
- Will not wear through
- Will not fade as a result of direct sunlight or artificial light
- Will not absorb water

Lifetime Structural Integrity Warranty:

Timber Ridge warrants to the original purchaser that this WPC / Rigidcore product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Any damage to the wear layer must be evident and visible measuring at least two (2) square inches.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 15 days after discovering the defect but within the time period of this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

What Timber Ridge will do should you need warranty service:

If Timber Ridge honors a claim under this limited warranty, it will repair or replace, at its option, the cost of the affected flooring material only on a pro-rated basis (on original invoice of material only to original purchaser) for the duration of the warranty. The original purchaser shall be responsible for the difference between the replacement/repair amount and the pro-rated amount. If professionally installed, Timber Ridge will pay the reasonable labor costs to perform

the replacement or repair during the first one (1) year from the date of the original purchase. In the event that the color installed is no longer available, Timber Ridge will authorize your dealer to replace the affected floor with another Timber Ridge product of equal value and the pro-rated invoice value will be applied to the new Timber Ridge product with the original purchaser being responsible for the difference, if any. The above described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty. This Residential Limited Warranty is subject to the following conditions: This limited warranty is valid only in North America. The warranty is not transferable and extends only to the original purchaser. This limited warranty applies only where the affected area is visible and covers an area greater than two square inches. The flooring must be installed in accordance with Timber Ridge's recommended installation instructions.

This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact, or cutting
- Improper installation
- Improper cleaning, care and maintenance
- Freight
- Modification, alterations, repair, or service by a non-authorized floor covering dealer
- Excessive water damage
- Damage due to failure to use appropriate chair pads
- Damage resulting from or in connection with subfloor conditions
- Damage resulting from excessive wear, abuse, or use.

Please Note: This warranty excludes any visual defects apparent after installation of floor, as it is the responsibility of the Owner/Installer to inspect all product at time of purchase/installation. Timber Ridge does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Timber Ridge shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state. Timber Ridge reserves the right to designate a representative, inspector or flooring professional to inspect the floor at issue and remove any necessary samples for analysis.





Timber Ridge

FLOORING COMPANY

12 YEAR WARRANTY

2 MM LVP |

6 YEAR LIGHT COMMERCIAL / 12 YEAR RESIDENTIAL

Timber Ridge Flooring warrants that its Luxury Vinyl Plank Flooring products will be free from manufacturing defects for the length of time specified for the particular product. This warranty further covers delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the original packaging.

MAINTENANCE

New floors should not be saturated or wet cleaned for 5 days after installation. Only damp mopping is recommended between installation and the 5-day period.

Always protect floors when moving heavy objects to prevent permanent scratches and tears. Allow the recommended minimum of 24 hours before moving heavy objects on newly installed floors.

The use of plywood and heavy cardboard are examples of protective barriers. Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage. Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of LVP, use mats without latex or rubber backings to avoid possible discoloration. Daily removal of dirt and dust is important to prevent particles from abrading the surface of LVP. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.

TERMS

If, within One (1) Year: a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Timber Ridge will supply new flooring material of similar color, pattern, and quality to replace the defective area. Timber Ridge will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed. Further, homeowner shall provide copy of original receipt for flooring to verify product and date of purchase.

If, after One (1) Year and prior to expiration of the warranty: a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Timber Ridge Flooring Company will supply new flooring material of similar color, pattern, and quality to replace the defective area. Timber Ridge will not provide any labor toward installation.

Timber Ridge reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Timber Ridge repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that Timber Ridge repairs a floor, this warranty shall remain in effect with respect to such floor.

This warranty applies only to a resident homeowner (owner-occupied) who is the original purchaser of the Timber Ridge LVP products, not to any subsequent homeowner. Further, this warranty does not apply to any multi-unit apartment, condominium, rooming houses or hotels where the owner is not occupying the space.

Darker, solid colors naturally show more scratches and dirt and require more maintenance. We can not warrant the product against these normal occurrences. Inherent in Luxury Vinyl Plank Flooring is expansion and contraction. Please ensure that installation instructions are followed regarding spacing, expansion joints and expansion near interior or exterior walls. Any expansion or contraction of less than 1/8 inch will not be considered a manufacturing defect and therefore is not subject to this warranty. Further, the following are specific exclusions:

- ★ Damage caused by fire or flood; moisture intrusion caused by emissions from subfloor; intentional abuse; damage caused by vacuum cleaner beater bar; indentations or damage caused by improper rolling loads, chairs, or other furniture not using proper floor protectors or caster wheels; cutting from sharp objects; asphalt staining and staining from rubber mats; surface scratches; changes in color or sheen appearance when exposed to a natural light source; exterior application or loss due to inconvenience, loss of time, incidental expenses, or consequential damages.

- ★ Minor shading, color, or texture differences between samples and delivered product.

- ★ Minor (<1/8") expansion and contraction of the plank at the joint/seam is expected and inherent with LVP and will not be considered a manufacturing defect.

- ★ If, prior to installation, Timber Ridge's LVP floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, and if, post-installation, Timber Ridge's LVP floors that are not continuously maintained at such temperature, damage incurred may not be covered by your warranty.

- ★ Failure to install pursuant to installation instructions or product specification sheet. Failure to use appropriate adhesive, conduct proper floor prep will void entire warranty. For Additional Details or Questions, please contact our customer support department.

