

## Limited lifetime warranty for Bjelin Rigid Core floors (consumer)

This document specifies the limited lifetime warranty provided by Välinge North America Inc. (hereinafter referred to as “Bjelin”) to consumers that have purchased Bjelin Rigid Core flooring products in the USA, directly from Bjelin or any of Bjelin’s authorized distributors, after 1 December 2022 for residential use in the USA (the “Limited Warranty”). The Limited Warranty includes a “Free From Defect In Material And Workmanship Limited Warranty,” a “Structural Durability Limited Warranty,” a “Waterproofness Limited Warranty,” and a “Wear Resistance Limited Warranty,” as set forth in greater detail herein.

### WARRANTY TIME

The Limited Warranty is limited to a period of eighty (80) years from the date of manufacturing (“Warranty Time”). The Limited 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, upon the resale, transfer or relocation (after installation) of the product, or the expiration of the Warranty Time.

### FREE FROM DEFECT IN MATERIAL AND WORKMANSHIP LIMITED WARRANTY

Bjelin warrants that the Bjelin Rigid Core flooring products in their manufactured condition will comply with the international standards defined in the Bjelin technical data sheets for rigid core flooring available on Bjelin’s website.<sup>1</sup>

Bjelin warrants that first-grade Bjelin Rigid Core floors in their manufactured condition are free from defects in material and workmanship in milling, coating, grading, dimension and assembly.

Industry standards allow for a 5 % defect factor. As such, the Limited Warranty is limited to purchases of which 5 % or more of the total square footage of the rigid core flooring products purchased exhibit any of the manufacturing defects defined herein.

Purchaser must carefully inspect the flooring panels before installation. Flooring panels that have been installed are considered as inspected and accepted by the purchaser and excluded from the warranty set out in this section.

### STRUCTURAL DURABILITY LIMITED WARRANTY

Bjelin warrants the durability of the multilayer product structure relating to the pressing and fusing of the single layers with one another. This means that the rigid core floors will not delaminate during the Warranty Time.

### WATERPROOFNESS LIMITED WARRANTY

Bjelin Rigid Core floor with the 5G® Dry™ installation system has undergone and passed testing according to current applicable industry standards to test the floors’ (in particular the joints’) resistance to moisture over time.

Bjelin warrants that during the Warranty Time, topical spills will not cause your Bjelin Rigid Core floor with the 5G Dry installation system to crack or delaminate. Topical spills refers to everyday household spills that do not flow over the edge of the surface (edge of the room, cut boards, etc.) and are removed within 24 hours. The floor will suffer no visual defects due to a topical spill such as discoloration, change in finish or warping. Flooring that is properly installed with the 5G Dry system will not cause any leakage through to the sub floor due to topical spills. To best ensure the floor’s long-lasting condition however, it is recommended that any spillage is removed as soon as possible.

Bjelin warrants that during the Warranty Time, rigid core floors with the 5G Dry installation system will not swell, cup, or crack due to normal cleaning practices consistent with the Care and Maintenance instructions, which are available on Bjelin’s

website<sup>1</sup> or obtainable directly from Bjelin<sup>2</sup>. Please see the Care and Maintenance instructions for additional information.

All sources of subfloor moisture should be remedied prior to installation. In case of standing water or flooding, Bjelin Rigid Core flooring with the 5G Dry installation system will not act as a waterproofing barrier for the subfloor and/or any surrounding structure.

### WEAR RESISTANCE LIMITED WARRANTY

The Bjelin Rigid Core flooring products’ wear layer and lacquer ensures a durable and wear resistant surface. Bjelin warrants that the wear layer will not wear through or peel off during the Warranty Time.

Wear defects are defined as visible wear through the wear layer which covers a surface of at least one (1) square inch. This means that wear defects that cover a surface of less than one (1) square inch are not covered by this warranty.

### WHAT IS NOT COVERED

Bjelin’s floors are carefully inspected by quality control personnel prior to leaving the factory to ensure they meet the warranty. The Limited Warranty is limited to flooring products used in what Bjelin considers normal applications and conditions, i.e., installed indoors in a residential setting with a relative humidity level between 30 % and 60 % and an indoor temperature between 60-80 °F. Although flooring may tolerate shorter periods of extreme conditions, extended and frequently reoccurring exposure may cause cupping of individual planks and is not covered by the Limited

<sup>1</sup> [bjelin.com/en/support/products/rigid-core](http://bjelin.com/en/support/products/rigid-core)

<sup>2</sup> Email: [support@bjelin.com](mailto:support@bjelin.com) or call 1-888-212-3019

Warranty. Products used in any other manner than residential use (use in accordance with Classes 21-23 of ISO 10874:2009/Amd 1:2020) in single family households are not covered by this Limited Warranty.

The Limited Warranty is limited to flooring products that have been installed, maintained and cared for strictly in accordance with Bjelin's Care and Maintenance instructions. Purchaser forfeits its rights under the Limited Warranty if flooring products are not installed, maintained, and cared for in accordance with the installation and Care and Maintenance instructions. If the installation or Care and Maintenance instructions are missing and/or incomplete, purchaser is obligated to request this information from Bjelin directly<sup>1</sup> or obtain it from Bjelin's website<sup>2</sup> before installing the flooring.

The following are not considered a "damage" or "defect" under the Limited Warranty and are conditions which are not covered by the Limited Warranty.

1. Damage caused by third parties, including but not limited to installers, craftsmen, and providers of transportation or delivery services.
2. Changes in color or visual defects due to exposure to light and deformation of individual planks caused by seasonal and/or room climate conditions. All flooring undergoes color changes when exposed to UV-light from the sun.
3. Color variations are not covered. There can be minor color variations between planks in the same package due to different manufacturing settings.
4. Squeaks, creaks, popping, crackling, and other flooring noise are not covered.
5. Flooring planks with any abnormality/flaw that is not measurable or visible under normal ambient lighting and from an upright standing position are not covered.
6. Wear of the surface coating is not covered. The surface coating is a protective layer for the wear layer underneath and is subject to normal wear.

7. The Limited Warranty does not cover any damage or defect resulting from any of the following:

- a. sanding or use of other abrasive or corrosive materials, including but not limited to solvents, bleach, acetone and mineral spirits;
- b. vacuum cleaner beater bars;
- c. excessive moisture, including but not limited to excessive wet mopping, spills and standing water;
- d. weight on the floor exceeding 500lbs/plank;
- e. furniture and other heavy pieces (including but not limited to pianos) not equipped with protective furniture pads;
- f. mechanical damage, including but not limited to reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, from sharp objects including, without limitation, pets' claws, spikes, or high heeled shoes;
- g. vermin or insect infestation;
- h. unreasonable indoor temperatures (including but not limited to temperatures less than -25° F or more than 130° F);
- i. floors installed on a radiant heating system causing the floor surface temperature to exceed 85° F;
- j. accidents, abuse, alterations or misuse;
- k. altering or moving the building in which the flooring is installed;
- l. Force majeure events (including but not limited to fire, earthquake, lightning, flood, storms);
- m. discolorations on the flooring from rugs; and
- n. water leakage, flooding, water or moisture trapped under the flooring, growth of mildew or mold, subfloor moisture conditions or moisture intrusion from the concrete slab flooring is installed upon.

**HOW TO GET WARRANTY SERVICE**

Notice of any claim under the Limited Warranty must be sent in writing

by the purchaser to the authorized Bjelin distributor, from which the original purchase was made, no later than: (i) 60 days after the purchaser discovers, or ought to have discovered, the defect; and (ii) within the applicable Warranty Time. In addition to the foregoing, any claim for alleged defects in a product's manufacturing condition (defined under the section "Free From Defect In Material And Workmanship Limited Warranty") must be made no later than one (1) year after the purchase of the allegedly defective product.

A notice of claim under the Limited Warranty must include the following items:

1. Valid proof of purchase, in the form of a sales receipt or other documents which establish proof of purchase;
2. Proof that the flooring was installed correctly; and
3. A clear description of the defect and either a photograph or product sample that clearly shows the defect.

Upon request, the purchaser must enable Bjelin, and Bjelin's authorized distributor, to inspect the affected product where it is installed within reasonable time. Bjelin's authorized distributor may inspect the product on site and provide its own conclusions for the claim.

If the purchaser fails to provide a claim notice, or to provide the access to the installed product on site, in compliance with the terms and conditions of this Limited Warranty, the purchaser shall forfeit its rights under the Limited Warranty in relation to the claim.

**WHAT BJELIN WILL DO SHOULD YOU NEED WARRANTY SERVICE:**

When a Limited Warranty claim is accepted, Bjelin will, at its discretion, either: (a) provide a credit for future purchase(s) of Bjelin Rigid Core products amounting to the price of the affected product(s); or (b) repair the product; or (c) provide replacement products of the same general quality. If the applicable product range is no longer produced or stocked, Bjelin reserves the right to replace it with a product from its existing product

<sup>1</sup> Email: support@bjelin.com or call 1-888-212-3019  
<sup>2</sup> bjelin.com/en/support/products/rigid-core

range at the time the claim is made. Bjelin will supply the replacement material free of charge by delivery to Bjelin's authorized distributor. Any services or remedies provided by Bjelin under this Limited Warranty do not extend the Warranty Time.

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 for a period of five (5) years from the date of the original purchase (notwithstanding the limitations set out below).

**LIMITATIONS OF LIABILITY**

THE ABOVE STATEMENT OF THE LIMITED WARRANTY IS THE ONLY WARRANTY PROVIDED BY BJELIN FOR ITS BJELIN® RIGID CORE FLOORING PRODUCTS SOLD TO NON-COMMERCIAL CONSUMER PURCHASERS IN THE USA. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY AND ALL OTHER WARRANTIES WHETHER ORAL OR WRITTEN, OR EXPRESS OR IMPLIED. ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY TIME.

UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE FLOORING. ANY

AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED.

THE REMEDIES AS DESCRIBED IN THE LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR ANY BREACH BY BJELIN OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. IN NO EVENT SHALL BJELIN'S LIABILITY, UNDER THIS LIMITED WARRANTY OR OTHERWISE, EXCEED THE AMOUNT OF THE COST OF GOODS ACTUALLY RECEIVED BY BJELIN FROM THE DISTRIBUTION AND SALE OF THE ALLEGEDLY DEFECTIVE FLOORING TO THE PURCHASER SUBMITTING THE CLAIM.

BJELIN SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES, OR DAMAGES INCURRED BY THE PURCHASER OR BY ANY OTHER PERSON, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, EMOTIONAL, MULTIPLE, PUNITIVE, OR EXCULPATORY DAMAGES, OR ATTORNEYS' FEES.

PURCHASER UNDERSTANDS AND AGREES THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE SOLELY PURCHASER'S RESPONSIBILITY AND ARE EXCLUDED AS A POTENTIAL REMEDY FOR ANY BREACH BY BJELIN OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE.

**HOW STATE AND FEDERAL LAW APPLIES**

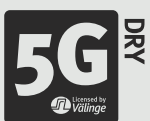
THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE

OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SHOULD YOUR STATE DISALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE EXCLUSIONS AND LIMITATIONS SET FORTH ABOVE SHALL BE CONSTRUED AND ENFORCED TO THE FULLEST EXTENT POSSIBLE UNDER THE LAW.

THIS WARRANTY IS GOVERNED BY THE LAWS OF SWEDEN AND ANY ACTION OR PROCEEDING ARISING OUT OF THIS LIMITED WARRANTY SHALL BE EXCLUSIVELY TRIED

BY THE ARBITRATION INSTITUTE OF THE STOCKHOLM CHAMBER OF COMMERCE IN ACCORDANCE WITH THEIR RULES FOR EXPEDITED ARBITRATION. THE SEAT OF ARBITRATION SHALL BE NEW YORK, NEW YORK, USA.

IF ANY PRODUCT TO WHICH THIS WARRANTY APPLIES IS DETERMINED TO BE A CONSUMER PRODUCT UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING REQUIREMENTS FOR BINDING ARBITRATION, DISCLAIMER OF IMPLIED WARRANTIES, AND LIMITATION OF REMEDIES SHALL BE CONSTRUED AND ENFORCED TO THE FULLEST EXTENT POSSIBLE UNDER THE LAW.



Liteback and 5G Dry are patented technologies invented by Välinge Innovation AB. The word marks and logos are trademarks owned by Välinge Innovation AB and any use is under license.