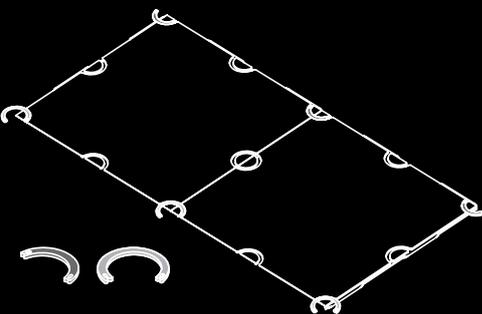




# CUSTOMER INFORMATION WARRANTY



### LIMITED LIFETIME WARRANTY ON STRUCTURAL INTEGRITY

For as long as the original purchaser owns and/or resides in the premises where the STP products (Engineered) were installed, the manufacturer, STP, warrants all grades of prefinished natural-colored or stained boards against any manufacturing defects, grading errors, and faulty finishing, including the application of stains or urethane finish. The warranty does not cover damage due to transportation, storage, installation, extreme indoor conditions (excessive dryness or humidity), pets, insects, water, negligence, or any other similar cause. The warranty covers only defective products exceeding 10% in square feet of the total quantity purchased by the customer (excluding losses resulting from cutting boards during installation). In addition to the above terms, STP warrants its Engineered wood boards against warping, twisting, and delamination (detachment of board layers) in normal ambient conditions<sup>1</sup> when installed in accordance with Engineered Installation Guide recommendations. Engineered boards offer greater dimensional stability than solid 9/16" and 3/4" boards. Since they are composed entirely of wood, which is a natural material, Engineered boards, like all STP products, may expand or contract slightly through normal heating and non-heating seasons. So this warranty does not cover minor gaps and cupping that can occur due to these seasonal changes. Moreover, the boards will return to their usual shape in the normal ambient conditions listed below.

1. Normal ambient conditions entail a year-round temperature of about 20°C and relative humidity levels of 40% to 60% through the use of ventilation, heating, and humidifier systems.

### RESIDENTIAL SURFACE FINISH LIMITED WARRANTY

The surface finish for flooring purchased for residential use is warranted by STP not to wear through or separate from flooring for 5 years from the date of retail purchase under normal residence traffic conditions so long as all maintenance and preservation guidelines provided by STP are followed. Failure to do so may void this warranty.

### COMMERCIAL SURFACE FINISH LIMITED WARRANTY

The surface finish for flooring purchased for commercial use is warranted by STP not to wear through or separate from flooring for 3 years from the date of retail purchase under normal commercial traffic conditions so long as all maintenance and preservation guidelines provided by STP are followed. Failure to do so may void this warranty.

### CAUTION

The finish applied to boards increases neither the hardness of the wood nor its resistance to blows and compression. This is why pets' claws, high-heeled shoes and pointed, sharp, heavy, or dropped objects may mar or damage the surface and finish. It recommended that you avoid exposing the floor to direct sunlight or intense artificial lighting. Occasionally move carpets and furniture around to ensure even floor coloration. Each species has its own hardness value. Be sure to choose a species hard enough to meet your needs because this finish warranty excludes any scratches, indentations, or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand, or insufficient protection from furniture.

### OBLIGATIONS OF STP

Under the terms of this warranty, the responsibility of the manufacturer, STP, is limited to any of the following measures, at STP's sole discretion and without any other form of compensation:

- I) Supply the material necessary to replace the defective boards.
- II) Supply the material and labor<sup>2</sup> to resurface the flooring in the room where the finish is completely worn through.
- III) Pay compensation equivalent to the purchase cost of the defective boards.

The warranty only covers boards, excluding cutting losses, with manufacturing defects exceeding the 10% margin of error (industry standard). In the case of a claim, the original owner/purchaser may claim only an amount equal to 1/60th of the costs asures multiplied by the number of months remaining on the warranty based on the original purchase date. Charges incurred by the original owner/purchaser must be calculated on the basis of average market prices for product repair, refinishing, or replacement at the time of the claim.

2. Subject to a standard industry rate approved by STP.

### EXCLUSIONS

STP bears no responsibility under the terms of the warranty and will pay no compensation in the following instances:

- I) Damage has occurred other than that listed above under "Obligations of STP," including but not limited to loss of use of space, moving costs, relocation costs, and loss of profits, time, or goods.
- II) The floor has been installed on a concrete, radiant, or traditional subfloor that does not meet technical specifications contained in the STP installation guide.
- III) Product defects have been caused by improper storage or transportation, poor surface preparation, or installation not in accordance with the manufacturer's recommendations.
- IV) Products have been used or installed for purpose other than residential/commercial



use.

V) Insufficient proof is available that STP's recommended maintenance instructions were followed.

VI) Damage has been caused in whole or in part, but is not limited to, a change in wood moisture, a flood, unusual heat, extreme humidity or dryness, a change on the flooring caused by exposure to light and oxygen, a natural catastrophe, a lack of heating, insect infestation, or stains or scratches caused by domestic animals.

VII) Repairs have been carried out without the prior written consent of STP.

VIII) A product has undergone wood maturation.

IX) A product has deteriorated in some other way than totalwear of the finish.

X) To replace defective boards prior to installation.

XI) Product shipping or transportation costs have been incurred.

XII) The customer cannot provide proof of the STP product purchase date.

XIII) A slight difference exists between sample color and floor color.

XIV) Defects in flooring that has been installed which are visible or which reasonably could have been discovered by the installer prior to installation.

XV) Damage resulting from the failure to use approved adhesives or moisture barriers. We recommend that use only STP approved maintenance products to clean and maintain your flooring.

#### APPLICABLE LAWS

This warranty is governed by Castellón (Spain) provincial law, save and excepting the rules governing conflicts of law and any other law.

#### CLAIM PROCEDURE

To make a claim under this warranty, and before altering the flooring in any way, the purchaser must first contact and file a complaint with the dealer from whom the flooring was purchased, complete with a copy of the purchase invoice. In the event of failure to reach an agreement with the dealer, the purchaser must then send a copy of the claim and invoice within the warranty period to our authorized resellers.

#### OWNER AND/OR INSTALLER RESPONSIBILITY

The consumer must plan for an additional 5% to 7% of hardwood boards (depending on the site and type of installation) when ordering material, to compensate for losses incurred when boards are cut to fit.

STP floor boards are made of hardwood, a natural material that may present certain imperfections. STP products are subject to strict quality standards and comply with those in effect in the wood flooring industry. STP employees carry out rigorous quality control checks to ensure that boards comply with the established quality standards.

In the wood flooring industry, a defect rate of 10% or less of the quantity of boards purchased is considered normal. This rate includes both natural flaws and manufacturing defects.

Prior to installation, the installer and owner must make sure that the work site and subfloor comply with conditions specified in the STP installation guide. The installer and owner are responsible for inspecting STP brand floor boards prior to their installation.

The installer must select boards in a reasonable manner and, when necessary, either discard, install in a less conspicuous place, or cut boards with any type of overly apparent flaw. During installation, it is standard procedure to correct minor flaws using small amounts of stain, wax pencil, or marking pen.

If the installer is in doubt as to the grade, manufacturing quality, or finish of a board and is unable to install it in an inconspicuous location or eliminate the flaw, then the board should be discarded. Once the board has been installed, it is deemed to have been accepted by the installer and owner. STP will only replace defective boards in excess of the 10% acceptable loss (not including the 5 to 7% margin for loss due to cutting). STP will not cover any labor or installation costs.

#### MAINTENANCE AND PRESERVATION GUIDELINES

Failure to closely follow these maintenance and preservation guidelines will invalidate the warranty.

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, crystal, cuttings, etc.) that could scratch the finish. Frequent vacuuming is recommended to prevent abrasive dust from accumulating on the surface and between the boards.

- Maintain relative humidity between 40% and 60% and a temperature of approximately 20° Celsius (68°F) in the room where the flooring is installed in order to preserve the internal humidity of the wood and thus its dimensional stability (see the STP installation guide). These conditions are ideal for humans as well, so be sure to use the appropriate appliances, such as air exchangers, heating systems, humidifiers, dehumidifiers, etc. to control these environmental conditions.

- Never use wax, commercial detergents, or oil-based soap on the floor. These products may discolor and damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended for cleaning STP flooring, since vinegar has an oxidizing effect on urethane over time.

- Water is one of wood's worst enemies. Never use large amounts of water to clean wood floors, and never use a saturated mop. Wipe up spilled water, liquids, or detergents before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in high traffic areas.

- Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Periodically examine the pads for wear and replace when needed. Avoid rolling chairs with casters on the finished surface. Put them on rugs or Plexiglas chair mats. Place floor protectors under narrow casters, or replace them with wide rubber or flexible polyurethane casters.

- Do not drag furniture or heavy objects across the finished surface. Lift any furniture to be moved.

- Avoid wearing high-heeled shoes on hardwood floors as they can mar the surface. Heel surfaces are so small that the pressure exerted can easily reach 3,500 pounds per square inch. Worn or broken heels can mar flooring even more. Avoid walking on flooring in footwear with cleats or metal-tipped soles.

- Protect wood surfaces from sunlight or any source of bright artificial light. Prolonged or repeated exposure to bright light can change the color of wood.

STP reserves the right to withdraw, change, amend, modify the policies or procedures described in this warranty.

For further information, please contact your nearest

**AUTHORIZED RESELLER**

or visit our website.

[www.stp-woodflooring.com](http://www.stp-woodflooring.com)