

Best

Forest Products, Inc.

ENGINEERED WOOD FLOORING

LIMITED RESIDENTIAL WARRANTY

Our warranties apply only to the original consumer purchaser and to flooring in its original installation and are not transferable. All warranties expire if the product or installation location is transferred or resold. The above constitutes the complete and only warranty provided by Best Forest Products, Inc. in connection with its flooring and does not apply to any product other than “BEST FLOORING” or to the use of its product in any other than normal residential applications with normal traffic load and conditions. This program is limited to residential uses and does not apply to commercial or industrial use.

The duration of any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose that may be imposed by law shall be the limited warranty provided herein. No Retailer, Installer, Dealer, Agent or Employee has the authority to increase or alter the terms or coverage of this warranty.

Under no circumstances shall Best Forest Products, Inc. be liable or in any manner be responsible for any claim, loss or damage arising from any special, indirect, incidental, or consequential damages, regardless of theory, including, without limitation, any loss of time or use or any inconvenience, or any punitive or exemplary damages.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state. 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.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Please note, however, that evidence of the purchase date and the identity of the original purchaser are a condition for warranty coverage and we strongly suggest that you keep it, together with our installation guide in a safe place.

PERFORMANCE WARRANTY FOR RESIDENTIAL FLOORING CUSTOMERS

Best Forest Products, Inc.'s high-quality standards enable it to provide a comprehensive warranty covering its “BEST FLOORING,” flooring products. This warranty covers our “BEST FLOORING” products for residential use and begins after the purchase date. Our warranty provides the following benefits:

Overall Panel Quality Guarantee

Each panel is manufactured to our high-quality standards and undergoes a thorough inspection at our plant. We suggest that our customer and their installers inspect each board when it is unpacked. Prior to installation, if you are not completely satisfied, we will replace the panel free of charge. This warranty covers visual manufactured defects in the panel, with the exemption of inherent variations in grain and color.

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Lifetime Structural Guarantee

Each of our panels is made with a specially developed high-pressure bonding system to maintain its quality and is guaranteed against buckling, warping, separation or other structural failure. If there is a failure in the first year after purchase, we will replace the panel free of charge, excluding refinishing or installation costs.

Moisture and Dryness Protection Guarantee

Our boards have been made to withstand normal moisture and dryness variations, and are guaranteed against damage caused by normal moisture and dry conditions. It is the responsibility of the original owner to maintain a stable humidity between 45-60% by use of environmental control systems. This warranty does not cover damage from flood or wet mopping, leaky appliances or ceilings, stagnant water or improper installation (see Best Forest Products, Inc.'s Engineered Flooring Installation Guidelines).

Performance Guarantee Over Radiant Heat

Our Structural and Moisture Guarantees will cover applications over a radiant heat subfloor, so long as the subfloor temperature does not exceed 85 degrees Fahrenheit. The guarantee, however, does not apply to Beech, Maple or Kempas species.

SURFACE FINISH LIMITED WARRANTY

“BEST FLOORING” has a durable no-wax surface of multiple hardened acrylic layers. We guarantee the finish will not wear through for 25 years from the date of original purchase, when maintained under our recommended instructions. It is based on normal residential use, and does not cover damage from spiked heels, pets, erosion, dents, gravel, scratches from roller chairs or furniture or improper installation or maintenance. The use of floor care products must be compatible with acrylic finishes and their use must be strictly adhered to.

EXCLUSIONS FROM COVERAGE

Best Forest Products, Inc.'s limited warranty does not cover the following conditions and will not be held responsible for any claims or damages arising from or related to the following :

- Wood is a natural product and variations in grain and color are a normal occurrence. Color changes in the wood should be expected as your floor ages, and are considered desirable. Further, wood will contract or expand naturally due to changes in temperature and humidity, with resulting small separations between the panels.
- Installation and maintenance must be in accordance with our instructions.
- As you may anticipate, we do not assume responsibility for any flooring damage caused by misuse, abuse or damage by accident or other events beyond our control. The warranty does not extend to damage caused by high-heeled shoes, heavy furniture or equipment, pets, damage caused by impact or scratches or scarring caused by sharp or pointed objects or by worn-out shoes, roller chairs or furniture or damage caused by excessive or continued exposure to direct sunlight.
- Obviously, we cannot be responsible for extreme conditions such as exposure to extreme heat, moisture, dryness or rapid fluctuations in any such conditions. Excessively dry or humid

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conditions or areas prone to drastic change may cause small surface cracks, or checking, and this condition is not covered under our warranty.

- Our warranties do not cover alterations (including refinishing) or repairs made to the flooring.
- Our obligation to reinstall properly replaceable floor panels does not include any obligation on our part to resurface worn flooring or to provide the cost thereof.
- Economy, "B" grade or seconds, products.
- Reduction in gloss is not considered wear.

HOW TO MAKE A CLAIM

Best Forest Products, Inc.'s products are made with the goal of complete customer satisfaction. However, if you have a claim covered by one of our guarantees:

1. Send a notice of the claim to the dealer or authorized agent where you made the purchase, within the applicable time period.
2. If the applicable panel has not yet been installed return the panel with your claim.
3. Make sure any installation is made in accordance with our instructions. If the defective panel has been installed and is covered by our warranty, we reserve the right to inspect the panel.
4. Keep your proof of purchase available for our review.

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WARRANTY REGISTRATION FORM

Your Name: _____
Street: _____
City: _____
State: _____
ZIP: _____

Product name: _____
Species and grade: _____
Date of purchase: _____
Square feet: _____
Cost of flooring only: _____
Room of house where flooring installed: _____
Date of installation: _____

Retailer's/Agents's name: _____
Street: _____
City: _____
State: _____
ZIP: _____
Phone no.: _____

Other information:

