

TURNING POINT

FLOORING & KITCHEN

Premium Rigid Core (PRC) & Waterproof Laminate (WPL) Warranty:

This warranty applies solely to the original purchaser upon presentation of proof of purchase (receipt with date). Our Waterproof Laminate (WPL) and Premium Rigid Core (PRC) products are warranted to be free from manufacturing defects and not to wear through under normal indoor use for 2 years from the original purchase date.

Exclusions: Defects or damages caused by inappropriate conditions, environmental factors, inadequate care, maintenance, poor installation, and lack of Pre-Moisture films are not covered by this warranty. Installing Pre-Moisture films can help protect your PRC or WPL floor from harmful subsurface moisture. Inappropriate conditions include, but are not limited to:

1. Damage from improper storage, handling, or installation.
2. Flooring installed outdoors or in inappropriate locations.
3. Damage from moisture issues (moisture emissions from concrete can cause high pH and alkaline conditions that may distort the product).
4. Damage from exposure to extreme heat or sunlight.
5. Damage from fire, flood, storm, smoke, intentional abuse, earthquake etc.
6. Damage from vacuum cleaners, steam vacuum cleaners, pets, or furniture without appropriate protection.

Before installation, carefully inspect the planks and do not proceed if defects are found. Claims will only be considered before installation. Minor color variations are normal, and differences between sample and actual product colors are not considered manufacturing defects.

In the event of a claim, an approved third-party inspector will be engaged at the customer's expense to assess the situation and provide a report. All parties involved will review and acknowledge the findings. If the inspection supports the warranty claim, the inspection fee will be reimbursed.

Should the original floor be discontinued, Turning Point Inc. will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

The warranty does NOT cover any loss of time, Inconvenience, incidental expenses, such as, but not limited to cost and labor incurred in the installation, removal or reinstallation of the

defected or affected materials, any other incidental or consequential damages or costs. The limitation of this warranty is limited to the flooring product only, and any monetary damages cannot exceed the cost of the flooring. The floor must be installed according to the installation instructions and the maintenance guidelines must be followed for this warranty to be effective.

WPL ONLY: 72 Hours Standing Water Warranty

WPL flooring will resist damage from moisture due to wet mopping and everyday household spills removed within 72 hours. This product is water resistant. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. No Pre-Moisture films are installed and are not covered under warranty. (Installing the Pre-Moisture films can help protect your water-resistant laminate floor from harmful subsurface moisture). Using the wrong cleaning product and pet urine, moving furniture, and wearing shoes on the flooring and flooring damage resulting from these actions may not be covered under warranty.

This document constitutes the complete and exclusive statement of the warranty, replacing all other express or implied warranties. Sales representatives and distributors have no authority to alter, extend, or otherwise modify warranties. Turning Point limited warranty provisions are independent, and the invalidity of one provision does not affect the validity of others. This warranty represents the entire agreement between parties, and no waiver or amendment is valid without written confirmation.

Any disputes concerning Turning Point products or this warranty shall be subject to mandatory and binding arbitration in Los Angeles County, California, under the rules of the American Arbitration Association. Jury trials are expressly waived.