

SHANGHAI TREFFERT SPECIAL COATINGS CO., LTD.

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LIMITED Lifetime 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 SHANGHAI TREFFERT SPECIAL COATINGS CO., LTD ("STCL") in connection with its acrylic UV floor finishing systems and does not apply to any product other than to STCL's acrylic UV floor finishing system 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 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 STCL BE LIABLE OR IN ANY MATTER 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.

∞ HOW STATE LAW APPLIES

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.

∞ **WHAT IS COVERED**

STCL WARRANTY AGAINST WEAR-THROUGH OF ITS ACRYLIC UV FLOOR FINISHING SYSTEM FOR RESIDENTIAL WOOD FLOORING CUSTOMERS

STCL's high quality standards enable it to provide a comprehensive warranty covering its acrylic UV floor finishing system. This warranty covers our flooring products for residential use purchased and applied by the wood floor manufacturer after the date of procurement by the original consumer purchaser. Our warranty extends for the lifetime of the product to the original purchaser for as long as he or she continues to own the home in which it is installed. Our warranty provides the following benefits:

15 YEARS FINISH LIMITED WARRANTY

STCL's floor finishing system produces a durable surface of multiple acrylic UV coatings layers. We guarantee the finish will not wear through for 7 years from the date of original purchase, provided that the wood floor manufacturer strictly followed the application instructions and quantities given in the attached product certificate and the corresponding product Technical Data Sheet (TDS) and provided that the wood floor is maintained according to the manufacturer's instructions. This guarantee applies only to a defect covering 10% or more of the installed floor. It is based on normal residential use, and does not cover damage from spiked heels, pets, erosions, dents, gravel, scratches from roller chairs or furniture or improper maintenance.

∞ **EXCLUSIONS FROM COVERAGE**

Our warranties do not apply and STCL will not be in any way liable in the event of:

- (a) Normal Variations: Wood is a natural product and variations in grain and colour are a normal occurrence. Colour 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.
- (b) Improper Installation or Maintenance: Installation and maintenance must be in accordance with our instructions.
- (c) Improper Use; Alterations: 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.

- (d) Extreme Environment Conditions: Obviously, we cannot be responsible for extreme conditions such as exposure to extreme heat, moisture, dryness, or rapid fluctuations in any such conditions.
- (e) Alterations/Repairs: Our warranties do not cover alterations (including refinishing) or repairs made to the floorings.
- (f) Worn 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 costs thereof.

SHANGHAI TREFFERT SPECIAL COATINGS CO, LTD

John K.L. Wong
General Manager