

Warranty Guide

Lifetime Limited Residential Warranty

What does the limited warranty cover and for how long?

The Pergo Moldings limited residential warranty warrants to the original buyer the following.

For a lifetime from the original purchase date and under normal use conditions* the molding:

- Will not wear through
- Will not fade due to sun or electrical light exposure
- Will not stain

* Normal use conditions means those daily activities typically associated with residential use.

The limited warranty also warrants the molding will be free of any manufacturing defects for 6 months from the purchase date.

The molding must be installed properly in accordance with Pergo installation instructions. The instructions are included in this package or can be obtained from your place of purchase or at 1-800-33-PERGO (1-800-337-3746) or www.pergo.com.

Appropriate floor protectors must be used. As a general rule, the heavier the item, the wider the floor protector should be.

All areas must be assessed prior to installation of molding to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/water exposure. Other than the specific warranty identified above, Pergo provides no additional warranties and Pergo does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Pergo is not responsible for usage that is not in compliance with any applicable regulation or code. Proper assessment of location and usage must be applied. Contact your place of purchase for questions on performance in specific locations.

What will Pergo do if any of these conditions happen?

If any of the warranted items above happen within the warranty period for your Pergo Moldings, Pergo may furnish the identical or comparable Pergo Molding of similar color, pattern and quality to either repair the defective area or replace the molding at Pergo's discretion. If Pergo in its sole discretion determines such repair or replacement is not reasonably achievable, Pergo may choose to refund the purchase price of the affected Pergo Molding material. Upon approval of the warranty claim, Pergo will provide

you instructions on how to proceed with repairing or replacing your molding. These instructions should be acted upon within ninety (90) days after the claim is approved or you risk your rights under the limited warranty will be deemed waived.

What is not covered by this limited warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by room temperature not being maintained between 55° to 85° (18° to 29°C) at all times.
- Damage caused by vacuum cleaner beater bar, castor wheels or cuts from any sharp object. When vacuuming, use of the wand attachment is recommended. Because rolling castors can damage the moldings, we recommend not using them.
- Any loss of gloss/sheen or scratching.
- Minor color, shade or texture variations between samples, printed color photography and the actual molding material.
- Moldings not graded as “first quality”.
- Moldings installed in anything other than a residential environment.
- Construction or installation related damage.
- Moldings discolored by moisture or underlayment panels and having been previously repaired or replaced by Pergo one time.
- Moldings damaged by flooding or excessive moisture.
- Installation defects and installations not properly following the recommended installation or care instructions.
- Damage caused by abuse such as moving appliances or furniture across the molding without proper protection. When moving appliances or heavy furniture, lay a plywood plank on the molding and walk the item across it. This will protect the molding from tears, scratches and scuffs.

What is excluded from this limited warranty?

Pergo excludes and will not pay or reimburse for any incidental or consequential damages under this limited warranty. This includes any labor costs for installation, loss, expense or damage other than to the molding itself that may result from a defect or failure of the molding. 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. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. These limited warranties are not transferable. They extend to the original end-consumer only.

Samples, descriptions and other information concerning the product contained in Pergo’s advertisements and other promotional materials or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Pergo. No sales representative or distributors shall have any authority whatsoever to establish, expand or otherwise modify Pergo’s warranties.

The provisions of this limited warranty are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. These limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Pergo.

How to make a claim?

We want you to be happy with your Pergo Molding. If you have an issue, please contact your place of purchase within 30 days after the basis of the claim is detected. Representatives at the place of purchase can answer your questions and, if necessary, help you start the claim process. If you have further questions, please call us at 1-800-337-3746. Any claim must be made before the end of the applicable limited warranty period.

PLEASE KEEP YOUR RECEIPT. Pergo needs the receipt to verify purchase date and proof of purchase to resolve any problems that occur.