

ShipShape™ Lifetime Residential Warranty

Next Floor warrants:

- That the factory applied finish will not wear through or peel off the ShipShape™ flooring under normal residential usage conditions and uses provided that Next Floor's care and maintenance guidelines are strictly followed. (Extends only for defects that cover at least 10% of the surface area of the installed flooring. Gloss reduction, scratches and dents in the finish are not considered surface wear).
- That all first quality engineered ShipShape™ floors, in their manufactured condition, will be free from defect in material and workmanship including milling, assembly, dimension, and grading.
- That all first quality engineered ShipShape™ floors will not delaminate when properly installed and maintained according to Next Floor's installation and maintenance procedures.
- That all first quality engineered ShipShape™ floors will be free from all other manufacturing defects.
- This warranty applies to owner occupied residential units / properties only. Residential rental units / properties are covered by the Commercial Wear Warranty below.
- This warranty is subject to the remedies, conditions and limitations listed below.

ShipShape™ Lifetime Waterproof Warranty

Next Floor warrants:

- That your ShipShape™ floor will not be damaged by normal residential household moisture on the surface of the floor (applies only to ShipShape™ product; no representation is made about the effect of excessive or prolonged moisture on subfloors).
- That your ShipShape™ floor will not swell, cup, or crack due to:
 - Normal cleaning practices, including wet mopping (see Care and Maintenance document for additional information and approved wet mopping systems).
 - Moisture due to everyday household spills (see Care and Maintenance document for additional information).
- This warranty is subject to the remedies, conditions and limitations listed below.

Note: All sources of subfloor moisture should be remedied prior to installation. See Next Floor installation guidelines for subfloor preparation details. This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed).

The following remedies are available to you if the floor fails to perform according to the warranty:

- During the first year following installation, Next Floor will at its option (i) repair the floor to conform to the warranty or (ii) replace without charge the affected area with another floor of equal value and quality. If the floor was professionally installed by a flooring contractor, Next Floor will also pay reasonable replacement labor costs. There is no labor cost reimbursement for owner or D.I.Y. installation.
- During the second year, Next Floor will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for 90% of the original purchase price for materials and 50% of reasonable replacements labor if the floor was professionally installed by a flooring contractor. There is no labor cost reimbursement for owner or D.I.Y. installation.

- After the second year, Next Floor will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for the cost of the original material only (no labor) based on the following schedule:
 - During the third year 80% credit
 - During the fourth year: 70% credit
 - During the fifth year: 60% credit
 - During the sixth year: 50% credit
 - During the seventh year: 40% credit
 - During the eighth year: 30% credit
 - During the ninth year: 20% credit
 - After the ninth year: 10% credit

Conditions and Limitations

- The product must be properly installed indoors according to Next Floor installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited inadequate or improper subfloor, improper or inadequate subfloor preparation and inadequate expansion space. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. Visit www.nextfloor.net to view full installation instructions for this product.
- Installations exposed to extreme heat or cold are not covered by this warranty. Installations must be maintained in a normal interior environment (between 10°C and 40°C).
- This warranty excludes failures normally covered by homeowners' insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances.
- This warranty excludes damage caused by flooding, standing water from hydrostatic pressure or any other casualty events involving water coming into contact with your floor.
- This warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture.
- Excessive subfloor cracking and movement can cause the floor to crack. Next Floor cannot be responsible for damage from an unstable or deteriorating subfloor.
- Loss of gloss or dulling of the surface are not covered by the warranty.
- Scuffs, scratches and gouges are not covered by the warranty.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads is not covered by the warranty.
- Discoloration and/or fading from heat, light, sunlight, mold/mildew or alkali are not covered by the warranty.
- Problems resulting from excessive moisture in the subfloor are not covered by this warranty.
- Wood is a natural product containing natural variations in color, tone and graining. Next Floor cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots and grain variations from plank to plank.
- A difference in color of the floor compared to the sample or photograph are not covered by this warranty. Subtle differences in texture compared to the sample are not covered by this warranty. Production lots will vary and these differences are not considered manufacturing defects.
- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by this warranty.
- Squeaking, popping, or crackling noises are not covered by this warranty. These issues when they occur are a result of one or more of the following issues: subfloor issues, improper installation, an obstruction somewhere in the installation that is preventing the floor from floating as intended.
- Next Floor will not pay labor to replace material installed with visible defects that could be seen prior to installation.

- This warranty does not cover the cost of moving furniture, appliances or computers, or other site preparation(s) required for the replacement.
- This warranty does not cover mouldings and trims.
- The warranty applies only to the initial owner and is non-transferable and provides a maximum of one replacement floor.
- The warranty covers only normal household conditions commonly associated with daily household use.
- This warranty applies only to material sold as first quality.

How to File a Claim

If you think that there is a defect in your ShipShape™ flooring that is covered by this warranty, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the Next Floor invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim.

ShipShape™ 10-Year Moderate Commercial Wear Warranty

Next Floor warrants that this product:

- That the factory applied finish will not wear through or peel off the ShipShape™ flooring under normal moderate commercial conditions and uses provided that Next Floor's care and maintenance guidelines are strictly followed. (Extends only for defects that cover at least 10% of the surface area of the installed flooring. Gloss reduction, scratches and dents in the finish are not considered surface wear).
- That all first quality engineered ShipShape™ floors, in their manufactured condition, will be free from defect in material and workmanship including milling, assembly, dimension, and grading.
- That all first quality engineered ShipShape™ floors will not delaminate when properly installed and maintained according to Next Floor's installation and maintenance procedures.
- That all first quality engineered ShipShape™ floors will be free from all other manufacturing defects.
- This warranty is subject to the remedies, conditions and limitations listed below.

Note: Moderate commercial is defined as moderate traffic commercial areas such as business offices, boutique shops, home offices, residential rental units and properties, etc. Heavy traffic areas, entry foyers, corridors, food preparation and service areas, or any areas where there are heavy rolling loads are not covered by this warranty.

The following remedies are available to you if the floor fails to perform according to the warranty:

- During the first year following installation, Next Floor will at its option (i) repair the floor to conform to the warranty or (ii) replace without charge the affected area with another floor of equal value and quality. If the floor was professionally installed by a flooring contractor, Next Floor will also pay reasonable replacement labor costs.
- After the first year, Next Floor will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for material only (no labor) based on the following schedule:
 - During the second year: 90% credit
 - During the third year: 80% credit
 - During the fourth year: 70% credit
 - During the fifth year: 60% credit
 - During the sixth year: 50% credit
 - During the seventh year: 40% credit
 - During the eighth year: 30% credit
 - During the ninth year: 20% credit
 - During the tenth year: 10% credit

Conditions and Limitations

- The product must be properly installed according to Next Floor installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited to inadequate or improper subfloor, improper or inadequate subfloor preparation and inadequate expansion space. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. Visit www.nextfloor.net to view full installation instructions for this product.
- Installations exposed to extreme heat or cold are not covered by this warranty. Installations must be maintained in a normal interior environment (between 10°C and 40°C).
- This warranty excludes failures normally covered by building/business/tenant insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances.
- This warranty excludes damage caused by flooding, standing water from hydrostatic pressure or any other casualty events involving water coming into contact with your floor.

- This warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture.
- Excessive subfloor cracking and movement can cause the floor to crack. Next Floor cannot be responsible for damage from an unstable or deteriorating subfloor.
- Loss of gloss or dulling of the surface are not covered by the warranty.
- Scuffs, scratches and gouges are not covered by the warranty.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads is not covered by the warranty.
- Discoloration and/or fading from heat, light, sunlight, mold/mildew or alkali are not covered by the warranty.
- Problems resulting from excessive moisture in the subfloor are not covered by this warranty.
- Wood is a natural product containing natural variations in color, tone and graining. Next Floor cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots and grain variations from plank to plank.
- A difference in color of the floor compared to the sample or photograph are not covered by this warranty. Subtle differences in texture compared to the sample are not covered by this warranty. Production lots will vary and these differences are not considered manufacturing defects.
- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by this warranty.
- Squeaking, popping, or crackling noises are not covered by this warranty. These issues when they occur are a result of one or more of the following issues: subfloor issues, improper installation, an obstruction somewhere in the installation that is preventing the floor from floating as intended.
- Next Floor will not pay labor to replace material installed with visible defects that could be seen prior to installation.
- This warranty does not cover the cost of moving furniture, appliances or computers, or other site preparation(s) required for the replacement.
- This warranty does not cover mouldings and trims.
- The warranty applies only to the initial owner and is non-transferable and provides a maximum of one replacement floor.
- The warranty covers only normal moderate commercial conditions commonly associated with daily moderate commercial use.
- This warranty applies only to material sold as first quality.

How to File a Claim

If you think that there is a defect in your ShipShape™ flooring that is covered by this warranty, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the Next Floor invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim.