



Creek Series

25 Year Residential Product Warranty

Warranty Information

This Limited Warranty is limited to Opus Floors Canada Corp. Opus Floors Canada, or any of its affiliates hereafter known as Opus Floors for purposes of this document.



I

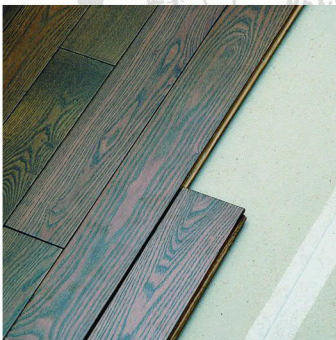
- Opus Floors engineered and long strip wood flooring (Hardwood) is warrantied against wear through or lack of finish adhesion for a period of 25 years from the original date of purchase when used under normal conditions in a dry, indoor, residential setting. This also warranties that under normal use, the plies of the engineered and long strip wood flooring, will not separate for as long as the Buyer owns the home.
- Hardwood is a natural product by its nature, each Plank is a unique product characterized by its variations in grain and color. Opus floors are manufactured in accordance with industry standards, which permit up to 5% defect tolerance, either manufacturing or natural. The installer assumes responsibility for final inspection and visual inspection with the customer for the product before installing.

II

- The surface wear must be readily visible from a distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of Opus Floors hardwood is excluded from the warranty. Gloss fading is not wear-through. Opus Floors hardwood must be installed following the recommended installation instructions and with accessories, which have been approved by the manufacturer. All radiant heating must be installed and in operation for a minimum of two weeks prior to installation of the wood.
- The floor temperature should be between 15 to 17°C when starting the application of glue. There is also a maximum in floor radiant heating temperature of twenty degrees Celsius (27°C). Opus Floors hardwood must be in an interior environment controlled to stay within a relative humidity range of 30-55% and a temperature range of 16 to 27°C.

- All Opus Floors hardwood planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed.

III



- This warranty applies only to the original purchaser of Opus Floors hardwood and is not transferable. Warranty claims can only be accepted if the goods were delivered by the dealer in the original packaging. The warranty does not apply if Opus Floors hardwood has not been cleaned, maintained or cared for according to the cleaning and care instructions provided by the manufacturer. This manufacturer warranty does not cover: surface wear or damage caused by abusive conditions; misuse of the product; freight damage; modification, alteration, repair or service of the product by anyone other than the authorized manufacturer representative; accidents as such, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, flooding. This warranty is of diminishing value: it takes into account the prorated value resulting from use and any approved claim may be adjusted for reasonable wear and tear.
- In the event of a claim under the conditions of Opus Floors' 25 year limited residential warranty, Opus Floors will provide the customer with materials free of charge to replace the damaged boards. This will only include Opus preapproved labor costs. If the product for which a claim is made is no longer available; the customer shall be able to choose from Opus Floors' current product range of equal value, for the room where the damaged boards are located.
- Opus Floors warranties repaired or replaced products are for the remainder of the original warranty period only. The above are the consumer's sole and exclusive remedies for claims under this warranty. Opus Floors reserves the right to inspect



the installed flooring system panels and remove samples if needed for analysis.

- In the event of a claim under the conditions of Opus Floors' limited residential warranty. Opus Floors will provide the customer with 100% of the materials free of charge to replace the damaged boards until the point that 20% of the initial warranty time has elapsed. After 20% of the warranty period has elapsed, the balance of the amount paid or material provided by the warranty will be prorated to cover whatever period of time is left, for example if 50% of the warranty period has expired the customer will receive a credit for the last 50% of the material for the remaining time of the warranty. To make a claim under this warranty contact your Opus Floors dealer within 30 days following the date of discovering or detection of wear-through, fade or straining. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service.

IV

- This warranty, dated 04/05/2012, supersedes all manufacturer warranty's previously issued. Warranty Disclaimer - this limited warranty is in lieu of all other warranties, both express and implied.

OPUS FLOORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

- Opus Floors shall not be liable for any special, indirect, incidental or consequential damages. Any damage that occurs during shipping is the responsibility of the shipping company. Some provinces/states do not allow the exclusion or limitation of incidental or consequential damages, or may have limitations on legal rights and you may have other rights that vary from province/state to province/state and, how long an



implied warranty lasts, so this exclusion or limitation may not apply to you. The applicable warranty supersedes all prior or contemporaneous agreements. No modification, amendment, waiver or discharge of this document will be allowed.

- The forgoing warranty constitutes the entire warranty. No other warranty information shall be included without expressed written consent, which will be signed by an authorized signature of an Opus.