



DBM Import - Export, Inc. Limited Warranty for Light Commercial Use

DBM offers the following limited Warranties subject to certain procedures, limitations, exclusions and disclaimers set forth herein.

Limited Wood Wear Warranty

(Applies to Engineered Products Only)

DBM warrants that the top veneer of all DBM hardwood flooring (the "Products") will not wear through for a period of twenty (20) years following the date of installation by original purchaser (the "Limited Wood Wear Warranty"). For purposes of this Limited Wood Warranty, "wear through" shall mean at least a one tenth (0.1) of one inch deterioration of at least five percent (5%) of the total surface area with respect to an entire hardwood flooring installation project.

Limited Finish Wear Warranty

DBM warrants the finish on all Products will not wear through for a period of five (5) years following the date of installation by original purchaser (the "Limited Finish Wear Warranty;" the Limited Wood Wear Warranty and the Limited Finish Wear Warranty, collectively the "Warranties"). For purposes of this Limited Finish Wear Warranty, "wear through" shall mean 100% finish removal over at least five percent (5%) of the total surface area with respect to an entire hardwood flooring installation project. For the avoidance of doubt, gloss reduction and surface scratches to the finish do not constitute a wear through of the finish and are not covered by this Limited Finish Wear Warranty. In addition, Products installed in areas reasonably anticipated to have extremely high foot or vehicular traffic will not be covered under this Limited Finish Wear Warranty.

Warranty Exclusions

The Warranties are being provided only to the original purchaser of the Product and cannot be transferred or assigned to any third party.

Natural Variations

Wood is a natural product and contains natural variations in color, tone and graining. DBM does not warrant against any natural variations in color, mineral streaks, knots or graining among planks. DBM will not warrant against any surface glazing and/or superficial finish fissures that may appear over time. This is considered normal and occurs in varying degrees in all hardwood flooring products. Wood will contract or expand naturally due to changes in temperature and humidity. DBM does not warrant against small separations between the planks that may result from such temperature or humidity changes. Sunlight causes the aging of wood and can cause the stain and/or color of the Product to fade or change. Any fading or discoloration due to exposure to sunlight are not covered by the Warranties. In addition, DBM does not warranty against natural variations or differences of color, gloss level or UV discoloration between installed Products and samples or models. Any sample or model utilized by DBM is for demonstrative purposes only, and not intended to create a warranty that the Products purchased will conform thereto. Any warranties created by any samples or models utilized by DBM are expressly disclaimed.

Improper Installation and Maintenance

The Warranties shall be void with respect to Products that are improperly installed or maintained. Installation and maintenance of the Products must be in accordance with the current DBM installation and care instructions included in every carton of the Product, provided however, that the failure to provide such instructions shall not relieve purchaser of his or her obligations to properly install and maintain the product. If such instructions are not provided, purchaser shall contact DBM to obtain its current installation and maintenance guidelines. For the avoidance of doubt, improper installation shall include the installation of any Product that contains visible defects. The Warranties do not extend to any damage



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to the Product, including, but not limited to, dents, scratches or dulling of the finish. Any use of water or other liquid cleaning solutions not specially made for the hardwood flooring, hardwood cleaning machines, autoscrubbers or non-recommended or approved floor-care products, to clean the Products shall void the Warranties. The Warranties shall not extend to Products that are subject to misuse, neglect or abuse, which shall include the failure to take reasonable precautions against damage resulting from the moving of or exposure to furniture, heavy objects or appliances.

Improper Environment

The Warranties do not extend to defects caused by man made or natural disasters, including, but not limited to, leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation and standing water. The Warranties do not extend to Products installed in high traffic areas, pivotal points and seat areas. In addition, DBM does not warrant against defects resulting from extraordinary circumstances, including, but not limited to extremely low or high humidity and temperatures and rapid fluctuations thereof.

DBM Obligations

DBM's sole obligation under the Warranties shall be, at DBM's sole discretion, to either (i) replace the defective planks with non-defective planks, as determined solely by DBM or (ii) refund the purchase price of the defective Product, which shall be the amount paid for the defective Products (as determined by either purchaser's original invoice or DBM's standard price list in the event such original invoice is unavailable). DBM's obligation to either replace the defective Product or refund the purchase price in accordance with the terms hereof shall be conditioned upon (i) the purchaser, complying with the terms set forth in this warranty and submitting a warranty claim detailing and providing proof in form and substance reasonably satisfactory to DBM of the

defect no later than thirty days following the discovery of the alleged defect and (ii) DBM reasonably determining that such warranty claim is valid. DBM reserves the right to observe the allegedly defective Product on site or request that the allegedly defective Product be sent to DBM, at DBM's cost, provided however, if DBM reasonably determines that no defect exists, DBM shall return the non-defective Product to purchaser, at purchaser's cost. DBM shall not be responsible for any costs associated with the removal, refinishing or replacement of the Products. DBM makes no warranty other than the Warranties set forth herein and assumes no responsibility or obligations other than those set forth in this section.

Warranty Disclaimers

THE WARRANTIES SET FORTH HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY ISSUED BY DBM AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. DBM NEITHER ASSUMES NOR AUTHORIZES ITS DEALERS OR ANY OTHER PARTY TO ASSUME FOR IT OR PROVIDE ANY OTHER OBLIGATION OR LIABILITY OR MAKE ANY OTHER WARRANTY OR MAKE ANY OTHER WARRANTY IN CONNECTION WITH THE PRODUCTS. IN NO EVENT SHALL DBM OR ANY AFFILIATE OF DBM BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR LOSS OF USE OR LOSS OF PROFITS OF EITHER DEALER OR END-USER OR OTHER PERSON RELATING TO ANY PRODUCT, INCLUDING BUT NOT LIMITED TO DAMAGES RESULTING FROM REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLCOVERINGS, PAINT AND ANY RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF ANY PRODUCT. THE REMEDIES SET FORTH HEREIN ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR ANY BREACH BY DBM OF ANY APPLICABLE WARRANTY WITH RESPECT TO THE PRODUCTS. UNLESS SPECIFICALLY IDENTIFIED AS A WARRANTY HEREIN, NO STATEMENTS MADE HEREIN OR BY ANY DEALER SHALL BE CONSIDERED A WARRANTY.



Proper Care and Maintenance For Commercial Applications

To extend the life of your product please read the following maintenance guidelines. Although the DBM factory finished contains aluminum oxide, which resists minor surface scratches and minor abrasions, it is still susceptible to damage caused by improper use and maintenance.

Maintenance Instructions

1. Industry standards require that humidity levels be kept between 35% - 55% in order to reduce the natural expansion and contraction of wood as the humidity changes.
2. In order to facilitate the movement of higher traffic in commercial areas please place commercial mats at all entrances. This will minimize damage from outside dust and debris. Also, please use place mats in areas where there is unusually high foot traffic or pivot points. Keep in mind that the use of place mats may create color differences due to natural woods susceptibility to UV light.
3. When placing furniture or other large/heavy objects remember to use protectors for all areas of the furniture or equipment that comes in contact with the floor. Do not slide or drag these objects across the floor.
4. Routinely clean the floor with a broom or vacuum attachment made to remove any dirt/dust that could cause any scratches and surface abrasions. Please use only untreated electrostatic dust mops for dust mopping. Use only liquid cleaning solutions especially made for hardwood floors e.g. Minwax Hardwood Floor Cleaner; be sure to avoid using cleaners that contain oils and wax to prevent slippery surfaces and leftover residue. DO NOT wet mop the floor using water.
5. Any liquid spills that are found on the floor should be cleaned up immediately as this may cause permanent damage to the wood itself.

6. DBM provides touch up kits to help repair minor scratches and gouges. Single boards can be replaced with a new one if they are damaged beyond repair.

7. Flooring that has become dull can be lightly screened and re-coated to re-store its gloss.

HEATING AND NON-HEATING; Recognizing that wood floor dimensions will be slightly affected by varying levels of humidity within your building, care should be taken to control humidity levels within the 35-55% range. To protect your investment and to assure that your floors provide lasting satisfaction, we have provided our recommendations below.

Heating Season (Dry) - A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.

Non-Heating Season (Humid, Wet) - Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, and/or by turning on your heating system periodically. Avoid excessive exposure to water from tracking during periods of inclement weather. Do not obstruct in any way the expansion joint around the perimeter of your floor.

FLOOR DARKENING

Normal exposure to sunlight will bring about changes in any hardwood floor due to the natural aging/oxidation process. Over time, this process will cause your flooring to take on a deeper, richer and darker look. For the first 6 to 8 months, rugs and other furnishings that screen or block the flooring from natural lighting or room lighting should be moved occasionally. This will minimize any appearance of discoloring under these objects. **This is not a product defect and is not covered by our Warranty.**