

FLOORING DESIGNED TO TURN YOUR HOME INTO A MASTERPIECE.



L'ARTISAN

PREMIUM HARDWOOD FLOORING

CONSUMER PROTECTION PLAN



ARCHIVAL OAK | BISCOTTI | LW031-HB

November 2025

 **Tarkett** Home

L'Artisan Engineered Wood Warranty

What we cover and for how long.

MANUFACTURING DEFECTS

Tarkett Home warrants to the original buyer that L'Artisan engineered hardwood flooring be free of manufacturing defects in milling, dimension, and grade of Tarkett Home's first quality engineered wood floors in their original manufactured condition.

LIMITED LIFETIME STRUCTURAL WARRANTY

Tarkett Home warrants that, when installed and maintained under normal residential conditions (as defined below), the product shall not exhibit buckling, warping, twisting, or delamination resulting from adhesive bond failure.

This warranty only applies to the original purchaser and is not transferable and is subject to the exclusions noted hereunder.

This warranty lasts as long as you own your engineered wood floor at its original installed location.

Normal household conditions refer to a stable indoor environment with controlled temperature and humidity, typical residential foot traffic, proper maintenance, and no excessive moisture or damage.

LIMITED FINISH WARRANTY

This warranty covers wear-through or peel of the factory applied finish, when used under normal household conditions. "Wear-through" means substantial or complete loss of the wear layer which shall mean 2"x2" area that has worn through the coating and worn through the print. This warranty only applies to the original purchaser and is not transferable and is subject to the exclusions noted hereunder.

This warranty lasts for the period applicable to the application of the Tarkett Home L'Artisan Hardwood Flooring you have purchased according to the chart below. This warranty runs from the date of retail purchase or installation for the applicable period as described hereunder.

Lifetime Structural Integrity (1)	Yes
Residential Finish Warranty (2)	25 Years
– When used in conjunction with TranquilStep™ Underlayment	+10 Years
Light Commercial* Finish Warranty (3)	10 Years
– When used in conjunction with TranquilStep™ Underlayment	+5 Years

* **Light Commercial Use** refers to environments with moderate foot traffic and minimal exposure to heavy equipment, moisture, or abrasive materials. Examples include small offices, boutique retail stores, hotel rooms, conference rooms, and other similar spaces where foot traffic is regular but not excessive.

Footnotes

- (1) We warrant that the covered products, in their original manufactured condition, will be free from defects in milling, dimension, and grade for as long as you (the original purchaser) own the floor.
- (2) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty. Some products may be sold with promotional warranties of a different length than the warranties indicated above.
- (3) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal light commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

What you must do to keep the warranty in effect.

- You must install and maintain your floor according to the installation and cleaning instructions.
- Your floor must be installed in a dry, level, climate controlled, indoor residential or light commercial environment (temperature range of 60°-80°F (15.5°-26.7°C) and humidity range of 35% to 55%) for the life of the flooring.
- You must keep your proof of purchase, the end carton label that identifies the product and other documents and receipts, such as your installation invoice.

What this warranty does not cover.

Everyday Wear & Tear

- Scratches, dents, or damage from:
 - Accidents or negligence
 - Heavy or concentrated foot traffic
 - High heels, pet claws, sand, or grit
 - Dragging heavy furniture or objects
- Gloss reduction or surface marks that aren't visible from 6 feet away or are smaller than 2 square inches

Moisture & Water Damage

- Water damage from:
 - Plumbing leaks, appliance overflows, or wet basements
 - Standing water or excessive wet mopping
 - High moisture from uncured concrete or damp subfloors
 - Natural disasters (e.g., floods, hurricanes, heavy rain)
- Cupping, warping, or cracking due to moisture imbalance or rapid drying
- Mold, mildew, or damage from low humidity

Natural Characteristics & Color Changes

- Natural wood features like knots, mineral streaks, grain, or color variation
- Color fading or changes from sunlight/UV exposure
- Differences between samples and installed flooring due to lighting or natural variation

Installation & Maintenance Issues

- Floors installed:
 - With visible defects
 - Over non-approved subfloors
 - Using non-approved adhesives
- Damage from:
 - Improper cleaning (e.g., oil soaps, ammonia, waxes, steam mops)
 - Not following Tarkett Home's installation and maintenance instructions

Other Exclusions

- Insect infestation after the product leaves the factory
- Damage from rotating vacuum beater bars or abrasive scrubbers
- Discoloration from improper maintenance or environmental conditions
- Squeaks, popping sounds, or telegraphing (visible subfloor imperfections)
- Pet urine stains that are not cleaned promptly
- Damage to moldings, underlayment (except Tarkett Home TranquilStep), vapor barriers, or accessories
- Claims for products not purchased in original packaging from an authorized retailer



ARCHIVAL OAK | ALMOND | LW011-HB

How to make a claim.

To make a warranty claim, contact your retailer or distributor in writing within 30 days after you detect a potential defect.

What we do to correct problems.

If the floor fails to perform as stated in the applicable Limited Warranty, Tarkett Home will do one of the following: (i) repair without charge the affected planks to conform to the warranty; or (ii) replace the affected planks without charge with planks of equal value and/or quality, and (iii) pay reasonable labor costs for the direct repairs or replacement within the first two years of the warranty period based on the following schedule:

Limited Lifetime Structural Warranty

- Years 1-2: Material and labor, if professionally installed
- Years 3-5: Material only
- Years 6-10: 75% Material only
- Years 11-15: 50% Material only
- Years 16-20: 25% Materials only
- Years 21-Life of Floor: 10% Material only

25 Year Limited Residential Finish Warranty

- Years 1-2: Material and labor, if professionally installed
- Years 3-5: Material only
- Years 6-10: 75% Material only
- Years 11-15: 50% Material only
- Years 16-20: 25% Materials only
- Years 21-25: 10% Material only

10 Year Limited Light Commercial Finish Warranty

- Years 1-2: Material and labor, if professionally installed
- Years 3-5: Material only
- Years 6-7: 50% Material only
- Years 8-10: 25% Material only

These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture. We reserve the right to verify any claims or defects by inspection and have samples removed for technical analysis.

REMEMBER, this floor is made from real wood, not plastic. Using too much water or any other liquid cleaning solution could result in the planks swelling, creating permanent damage to your floor. This would NOT be covered by the Manufacturer's warranty.



ARCHIVAL OAK | LATTE | LW061-WW

Cleaning and care.

Congratulations on your new hardwood floor! You've made a great choice—hardwood floors are beautiful, durable, and timeless. To keep them looking their best for years to come, just follow these simple care tips:

Sweep regularly:

Use a soft broom to gently sweep away dust and dirt.

Vacuum smart:

If you prefer vacuuming, make sure to use the hard floor setting and avoid using the beater bar as it can scratch the surface.

Clean with care:

Use a cleaner made specifically for hardwood floors. Avoid harsh chemicals or too much water.

Mop gently:

A terry cloth or microfiber mop works best. It's gentle on the wood and helps lift dust and grime without leaving streaks.

General Do's and Don'ts.

- **Do** apply the cleaning solution to the mop/cleaning cloth and not directly to the floor.
- **Do** use entry doormats at each entrance to your home to prevent dirt, sand, grit and other substances from being tracked onto the floor.
- **Do** use wide-bearing, non-staining floor protectors such as felt protectors, for chair legs and table legs.
- **Do** use protective mats under rolling chairs and keep furniture casters clean.
- **Do** use drapes or blinds during peak sunlight hours and rotate rugs and furniture in areas exposed to sunlight so the wood ages evenly.
- **Do** keep pet nails trimmed to prevent damage to the engineered wood. The use of walk off mats at all exterior entrance points can prevent the tracking of dirt, debris, grease, oil, or other contaminants that can damage the flooring.
- **Do Not** use steam mops, wet-mopping, or flood the floor with water or cleaning products. Wood products are highly susceptible to moisture absorption. Moisture intrusion can cause swelling and damage to the planks.
- **Do Not** leave any amount of liquid (water, juice, soft drink, alcohol, etc.) on the floor for more than the time necessary to clean the spill. Immediately wipe up wet areas.
- **Do Not** use any cleaning agents containing wax, oil or polish. Left over residue from these agents can leave a dull film on the floor.
- **Do Not** apply cleaning solution or water directly to the floor; apply to the mop/cleaning cloth.
- **Do Not** use abrasives, such as steel wool or scouring powder, as these could scratch the floor.
- **Do Not** slide or roll heavy furniture or metal items across the floor.



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