mirage
GROUPE/GROUP

Warranty Certificate

mirage
LIMITED
LIFETIME WARRANTY

mirage GROUPE/GROUP | OPULENCE by MIRAGE | mirage Hardwood Floors | VINTAGE HARDWOOD FLOORING | ALEXANDRA Hardwood Flooring | Lakeside Hardwood Flooring

1-800-463-1303
1-877-256-0231 (Vintage)

Warranty Certificate

INTRODUCTION

MIRAGE, offers the present warranty program on all prefinished Opulence, Mirage, Alexandra, Vintage & Lakeside flooring manufactured after June 1st, 2017 and installed and maintained in accordance with the manufacturer's installation guides & technical newsletters.

Through this program, MIRAGE guarantees the original purchaser that **every category of prefinished hardwood floors respects MIRAGE and industry standards**. This warranty program applies solely to residential and commercial installations, excluding heavy commercial use.

This warranty **cannot be transferred to any subsequent buyer.**

OWNER AND INSTALLER RESPONSIBILITIES

Hardwood is a natural material that possesses certain unique characteristics. MIRAGE flooring is manufactured in accordance with the highest standards of quality. Standard trade practice allows for up to a 5% margin of error for natural imperfections and manufacturing defects.

The following requirements are the responsibility of the floor's owner, even if the owner is absent at time of installation:

- Prior to installation, the installer and owner must ensure that the work environment and subfloors meet or even exceed minimal specifications listed in the selected MIRAGE product's installation guide.
- Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to purchased product.
- During installation, the installer should not use boards that raise doubts about grade, color, manufacturing quality or finish. MIRAGE will replace only defective boards, installed or not, exceeding the 5% margin of error allowed by the industry.
- MIRAGE shall in no case be liable for installer's lack of judgment or poor quality of installation.
- Once installed, any board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.

EXCLUSIONS DUE TO CERTAIN INHERENT PROPERTIES OF WOOD

Wood expands and contracts according to variations in humidity. Even if flooring is properly installed, narrow gaps and slight distortions can occur. **These natural occurrences are excluded from the present warranty.**

Moreover, exposure to light alters the color of all wood species.

Flooring made from low-hardness wood species is not recommended for commercial use.

MANUFACTURER'S WARRANTY

MIRAGE guarantees the original purchaser that its prefinished hardwood floors are **free of any manufacturing defects, including staining and finish, exceeding the 5% margin of error allowed by the industry.**

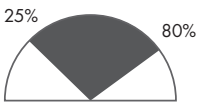
MIRAGE guarantees that the product will remain free from defects in milling and dimension when used under recommended environmental conditions.

STRUCTURAL LIFETIME WARRANTY FOR RESIDENTIAL INSTALLATION

MIRAGE guarantees the original purchaser a lifetime warranty on the structure of the floorboards. **The structural warranty is valid if recommended environmental conditions are met**, including maintaining a relative humidity level according to the charts below representing each MIRAGE product. Moreover, subfloor pre-installation and humidity level must meet the requirements specified in the selected MIRAGE product's installation guide.

TruBalance®
Northern Solid Sawn®
Solid Sawn®

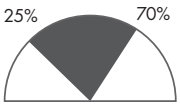
Relative Humidity



*Floated 30% - 60%

TruBalance Lite®
Northern Solid
Sawn Lite®

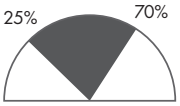
Relative Humidity



*Floated 30% - 60%

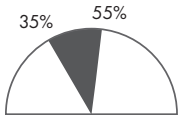
Engineered™

Relative Humidity



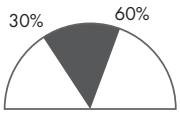
Solid

Relative Humidity



Lock™

Relative Humidity



Warranty Certificate

FINISH WARRANTY

MIRAGE warrants to the original purchaser that its finishes, when applied to MIRAGE flooring, **will not wear through or separate from the wood** for a period of:

- Thirty-five (35) years from the date of purchase, when used under normal residential traffic conditions;
- Three (3) years from the date of purchase, when used under light commercial conditions;
- Five (5) years from the date of purchase, on Commercial finish exclusively, when used under commercial conditions, excluding heavy commercial use.

Surface wear must be readily visible and cover at least ten percent (10%) of the total flooring surface area.

Residential (Light commercial) Finishes

35-YEAR WARRANTY

ON FINISH WEAR-THROUGH FOR RESIDENTIAL APPLICATIONS.

3-YEAR WARRANTY

AGAINST WEAR OF FINISH FOR LIGHT COMMERCIAL APPLICATIONS.

Commercial

5-YEAR WARRANTY

AGAINST WEAR OF FINISH FOR COMMERCIAL APPLICATIONS.

EXCLUDING HEAVY COMMERCIAL USE.

STRUCTURAL WARRANTY EXCLUSIONS

- All damage caused by, but not limited to, the following:
  - Installation that fails to meet the requirements specified in the current installation guide at time of purchase of selected MIRAGE product
  - Interior conditions that differ from recommended environmental conditions, particularly extreme heat, dryness or humidity
  - Excessive exposure to sunlight
  - Transportation
  - Storage
  - Distortion caused by nailing devices, nails or staples
  - Installation of MIRAGE Solid flooring over a radiant heating system (MIRAGE's TruBalance/Northern Solid Sawn, TruBalance Lite/Northern Solid Sawn Lite, Engineered and Lock technologies are recommended for this type of installation)
  - Installation of Hickory and Jatoba floors over a radiant-heated subfloor
- All minor expansion or contraction of floorboards attributed to the inherent properties of hardwood, as seasonal climate changes and maintaining normal environmental conditions will correct these natural variations.
- The MIRAGE Group structural and finish warranty is valid for up to (10) years for the first owner of a leased or rented property and is not transferable to future buyers nor new owners.

FINISH WARRANTY EXCLUSIONS

- Gloss variation and color variation is excluded, as these are natural occurrences.
- All damage (e.g. impact marks, dents, scratches or abnormal wear) caused by, **but not limited to**, the following:
  - Maintenance that fails to meet the requirements specified in the installation guide of the selected MIRAGE product
  - Use of care products other than those recommended for MIRAGE flooring
  - Misuse
  - Negligence
  - Accidents
  - Spiked or high-heeled shoes
  - Water
  - Wet mopping
  - Pebbles
  - Sand or other abrasives
  - Pet claws
  - Insufficient prevention
  - Insufficient protection, particularly under chair and table legs or other furniture

EXCLUSIVE PROVISION FOR TEXTURED PRODUCTS

Any hardwood floors that have received a treatment to add a distinctive depth to the wood (also known as textured floors) are more subject to dirt penetration than smooth floors. This occurence is normal and it would not qualify as a defect. Any liquid, dirt or greasy substances (ex: oil, food, etc.) must been removed promptly and general maintenance must be adapted to this kind of surface (refer to maintenance guide).

EXCLUSIVE PROVISION FOR CHARACTER GRADE FLOORS

The nature of Character grade floors **explains the appearance of certain characteristics visible at time of purchase or developing over time**, including, but not limited to, the following:

- Pronounced color variations
- Mineral streaks
- Open and closed knots
- Holes
- Checks
- Open cracks
- Partial or irregular milling of floorboard
- Holes
- Localized variable thickness
- Subsidence of character traits
- Weakness or separation within character traits
- Elevation of some character traits, which become more prominent
- Localized deterioration of finish near character traits

- **These characteristics are considered normal for these products** and are excluded from the warranty. No damage attributed to these specific characteristics is covered by the warranty.

GENERAL WARRANTY LIMITATIONS AND EXCLUSIONS

- Whenever this warranty is applicable, **MIRAGE'S liability is limited to the replacement or repair**, at MIRAGE'S choice, of the boards presenting a defect covered by the warranty in excess of the 5% margin of error allowed by industry standards.
- Whenever this warranty is applicable, **MIRAGE'S financial responsibility is limited to the cost of replacement boards**, up to the total purchase price of the floor (excluding installation), in accordance with the original purchase invoice. MIRAGE will not assume any other costs, including labor, installation, accommodation, meals, moving and cleaning.
- The warranty applies **only to the original purchaser and is not transferable**.
- The warranty does **not apply to products purchased via Internet or from a MIRAGE dealer not authorized** by MIRAGE.
- The warranty does **not apply to products that have not been paid for in full**.
- The warranty does **not apply to MIRAGE Lock flooring under commercial use**.
- **Intentional alteration of the finish** (ex: sanding, surfacing) will void the warranty for the altered portion of the flooring.

Warranty Certificate

TO FILE A CLAIM

To file a claim under this warranty program, **contact the MIRAGE authorized dealer where the original purchase was made**. A written notice of claim must be filed with MIRAGE within the warranty coverage period, and no later than three (3) months after the occurrence of the problem giving rise to the claim. Date of purchase, identity of the original purchaser, and invoices proving purchase will be requested. The floor must have been purchased from a MIRAGE authorized dealer and paid for in full. The purchase of MIRAGE hardwood flooring from an unauthorized MIRAGE dealer or via the Internet will void the present manufacturer's warranty.

If the authorized dealer is unable to reply to the claim, please contact MIRAGE's Technical Service directly:

MIRAGE, Technical Service
1255, 98e Rue, Saint-Georges (Québec) Canada G5Y 8J5
Phone: 418-227-1181 — 1-8700-463-1303
Vintage: 1-877-256-0231
Email: technical@miragefloors.com

A technical service agent will send you a form to be completed and returned to MIRAGE. **MIRAGE reserves the right to have a designated representative inspect the floor and remove samples for analysis**. The representative will then report findings within a reasonable amount of time.

It is important that you **save all original invoices** (i.e. purchase, delivery, installation, etc.), the installation guide for the selected MIRAGE product and **any information about the MIRAGE authorized dealer, installer and purchased product.**

WARRANTY REGISTRATION

You may register the warranty through **the form available online.**

Note: In the event of a discrepancy between any MIRAGE document and the present document, the latter shall prevail.

Litho Canada | 2601_21416E4.0