

# HOMELUX<sup>®</sup>

Luxury From Start to Finish

## FANFOLD UNDERLAYMENTS LIMITED LIFETIME WARRANTY

HOMELUX<sup>®</sup> Fanfold Underlayments are designed to meet the general requirements of Vinyl, Laminate and Engineered Wood Flooring Manufacturers' for a floating floor underlayment, when used in normal indoor household and light commercial conditions, for a time period equivalent to the warranted life of the floating floor under which HOMELUX Fanfold Underlayment is installed. The general requirements are: 1) Protection against Moisture Vapor, 2) Sound Dampening, and 3) Thermal Properties. All wood and concrete subfloors must be flat within 1/8" over a 6' span, or 3/16" over a 10' span.

This limited lifetime warranty is extended by QEP Co., Inc. ("QEP" or "Seller") to the original end user ("Purchaser" or "User") of the HOMELUX Fanfold Underlayment and is non-transferable. This limited warranty applies to defects in the material and workmanship under normal conditions for the life of the flooring, provided that the HOMELUX Fanfold Underlayment is used in accordance with all the conditions of warranty set forth. If a flooring installation fails as a direct result of a manufacturing defect of this HOMELUX Fanfold Underlayment Product, QEP will pay the reasonable costs for materials when installed by a professional installer. QEP will pay reasonable labor for the repair or replacement of the defective area as determined at QEP's sole discretion. Warranty is void if the HOMELUX Fanfold Underlayment is not installed in accordance with the provided installation instructions and the Vinyl, Laminate or Engineered Wood Flooring Manufacturer's installation instructions for sub-floors. Warranty is void if a sealing tape other than a HOMELUX Seam Tape or ROBERTS<sup>®</sup> Underlayment Seam Tape was used during installation to ensure a proper moisture barrier over concrete. The Purchaser or User is responsible for obtaining and compensating an independent inspection to determine the cause of the defect and providing QEP a written report outlining the findings in written notice. QEP also reserves the right to inspect the goods and installation to determine, to its satisfaction, that any deficiencies actually exist and were not caused by improper installation, accident, misuse, neglect, alteration, unauthorized repair, or improper testing.

QEP shall have a reasonable time to perform any repair or replacement. The labor provided shall be limited to normal working hours. Any labor required to move furniture, equipment, or other objects to repair or replace the product shall be borne by the Purchaser or User.

QEP Co., Inc. (QEP) guarantees that all HOMELUX Fanfold Underlayment produced and shipped shall be void of defects in manufacturing, materials and workmanship. This warranty is limited to the original Purchaser and is not transferable.

In the event of a warranted product performance issue, submit request including proof of purchase documentation, specific description of warranty issue (include photos where possible) in writing to:

QEP Co. Inc.  
Attn: Warranty Claims Department  
300 Cross Plains Blvd.  
Dalton, GA 30721  
866-435-8665

### NOT COVERED BY THE WARRANTY:

QEP does not warrant and is not responsible for defects or failures caused in whole or in part by any of the following: flood, fire, natural disaster, owner negligence or neglect, frozen or broken water pipes or similar events in which the resulting damage is subject to an insurance claim, structural failures, acts of God, acts of war, workmanship not in accordance with HOMELUX written product instructions or standard industry practice and procedures, damages that the user was capable of preventing, seismic action, dimensional stability of flooring material, discoloration, tears, rips, water leakage, standing water pre-existent to the installation or post installation, maintenance procedures or any other condition beyond the control of QEP.

QEP DOES NOT WARRANT PRODUCTS WHICH WERE NOT UTILIZED OR INSTALLED IN ACCORDANCE WITH FLOORING MANUFACTURER GUIDELINES, HOMELUX Fanfold Underlayment GUIDELINES AND INDUSTRY STANDARDS.

