

MANUFACTURER'S LIMITED LIFETIME WARRANTY

What We Cover and for How Long

MP Global Products, LLC (Manufacturer) warrants to the original residential purchaser that its QuietWalk family of recycled fiber content underlayment" (Product) will be free from defects in manufacturing for the lifetime of the Product (Limited Warranty Period.) For purposes of this limited warranty, the Lifetime of the Product is defined as thirty five (35) years from the original residential purchaser's date of purchase.

What You Must Do to Keep the Warranty in Effect

- You must install the Product according to the installation instructions.
- You must install and maintain the floor covering according to the installation instructions.
- You must inspect the Product for visual defects prior to installation.
- You must inspect the site location and install the Product in a dry, climate controlled, indoor, residential or light commercial environment.
- You must keep your proof of purchase, and other documents and receipts for the Product and the floor covering documents, including all manufacturer's installation instructions.

What This Warranty Does Not Cover

- We do not cover any installation, labor, removal or disposal costs.
- We do not cover shipping or return costs.
- We do not cover damage resulting from abusive conditions, misuse, freight damage, modification, alteration, floor covering repairs or service by anyone other than an authorized manufacturer's representative, or accidents, including but not limited to severe impact, scratching, cutting, tearing, puncturing, negligence or chemical damage.
- We do not cover damage caused by water, substrate moisture in excess of stated limits in our installation instructions and our specification sheets, smoke, fire, flood, weather events, earthquakes, acts of God, building settlement, appliance failures, insect infestations, or other extraordinary environmental conditions that result in damage or are subject to insurance coverage.
- We do not cover floor coverings, moldings, accessories and subfloors.
- We will not review claims unless you purchased the underlayment from an authorized retailer in the original packaging.

Suitable Uses for the Product

The Product is intended to be used as an underlayment for certain hard surface floor coverings. The Product is not intended to be used under carpet or carpet tile, floor coverings installed on a mortar bed including but not limited to stone, tile or porcelain, or sheet vinyl. The Product is not suitable for any outdoor areas or indoor areas exposed to constant moisture such as shower stalls or saunas.

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What We Will Do to Correct Problems

If we approve a claim, we may choose to replace or refund the original cost of the defective Product. If the Product is no longer available, you will be able to choose from our current products of equal value. We reserve the right to inspect installed flooring and to remove samples if needed. This warranty is limited to the cost of the Product as outlined in this limited warranty.

This Limited Warranty is a diminishing warranty. We warrant products that we have replaced only for the remainder of the original Limited Warranty Period. If we approve a claim after the first year following the date of purchase, we will pay a pro-rated percentage of your Product cost based on the Limited Warranty Period (35 years for lifetime warranty) and the date of purchase. For example, if you purchase a Product that has a Limited Lifetime Warranty and you make a claim 10 years after the original purchase, we would pay 25/35th (72%) of the original Product purchase cost if the claim is approved.

We will not pay for any consequential damages.

DISCLAIMERS AND HOW STATE LAW MAY RELATE TO THIS WARRANTY

MANUFACTURER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER.

LIMITED COMMERCIAL USE WARRANTY

We warrant to the original purchaser for one (1) year from the original date of purchase that the Product is free from manufacturing defects when installed and used in a light commercial setting. Light commercial setting includes offices, conference rooms, reception areas, common areas, classrooms and store dressing rooms but does not include areas that require harsh/antiseptic cleaning or any heavy commercial or areas with high humidity. This limited commercial warranty includes all the above exclusions and conditions.

How to Make a Claim

To make a Warranty claim, contact Manufacturer in writing or by telephone within 30 days after you detect a potential defect.

MP Global Products, LLC Attention: Claim Department
2500 Old Hadar Road | PO Box 2283 | Norfolk, NE 68702-2283 | (888) 379-9695

MANUFACTURER RESERVES THE RIGHT TO REQUIRE AN INDEPENDENT THIRD PARTY INSPECTION OF THE INSTALLED PRODUCT PRIOR TO ACCEPTING ANY WARRANTY CLAIM.

This limited warranty, dated November 1, 2025, supersedes all prior warranties