# LIMITED WARRANTY

Exodus Residential LLC / Residential Flooring Installation / Effective September 2026

## Done Means Done.

If our installation fails, we come back and fix it, for as long as you own your home. The terms below say exactly what that covers and what it does not.

### 1. LIFETIME INSTALLATION WARRANTY

Exodus Residential LLC ("Exodus") warrants its installation workmanship against defects for as long as the original purchaser owns and occupies the property at which the flooring was installed. This is a limited warranty.

**Covered installation defects:**

- Seam separation, peaking, or gapping attributable to installation
- Planks or tiles lifting, buckling, or separating attributable to installation
- Loose, shifting, or improperly secured stair treads, risers, or runners installed by Exodus
- Separation or detachment of quarter round, transitions, or trim installed by Exodus
- Carpet stretching, seam failure, or delamination from tack strip attributable to installation

### 2. WHO IS COVERED

This warranty runs to the original purchaser named on the written contract, at the original installation address, for as long as that purchaser owns and occupies the property. It is **not transferable**. It does not pass to a subsequent owner, heir, assignee, or tenant, and it does not survive sale or transfer of the property. This warranty is void if the contract balance has not been paid in full.

### 3. MATERIALS ARE WARRANTED BY THE MANUFACTURER, NOT BY EXODUS

All flooring materials, pads, adhesives, and trim carry the warranty of their manufacturer only. Exodus passes that warranty through to the customer but does not extend, expand, assume, or guarantee it. Exodus is not the manufacturer and makes no representation or warranty regarding material performance, durability, wear layer, finish, color retention, or suitability. Material claims must be made to the manufacturer. Exodus will provide available product documentation on request.

On labor-only engagements where the customer supplies the material, **no material warranty of any kind applies**, and Exodus disclaims responsibility for material defects, shortages, dye-lot variation, and suitability for the installation.

## WHAT IS NOT COVERED

These exclusions apply regardless of when the condition appears.

### SUBFLOOR AND STRUCTURE

- The condition, composition, levelness, moisture content, deflection, deterioration, or suitability of any subfloor, whether or not the condition was visible or discoverable at the time of installation
- Settling, shifting, expansion, contraction, or movement of the structure, foundation, slab, joists, or framing
- Squeaks, whether pre-existing or developing after installation
- Flooring installed over an existing floor left in place at the customer's direction
- Any condition for which Exodus recommended additional preparation in writing and the customer declined it
- Height differences, transitions, or thresholds meeting surfaces not installed by Exodus

### WATER AND MOISTURE

- Water or moisture from any source, including leaks, floods, plumbing failure, appliance failure, ice dams, and roof, window, or foundation intrusion
- Concrete slab moisture, vapor emission, hydrostatic pressure, or alkalinity
- Interior humidity above or below the manufacturer's specified range
- Pet accidents, spills, or standing water
- Steam mops, wet mopping, or saturation cleaning

### USE, WEAR, AND MAINTENANCE

- Normal wear, traffic patterns, matting, crushing, soiling, or staining
- Fading or discoloration from sunlight or UV exposure
- Indentation, denting, gouging, scratching, cutting, or burning
- Damage from pet claws, teeth, or waste
- Furniture moved without protection, rolling casters, and point loads applied without proper protection
- Cleaning products or methods not approved by the material manufacturer
- Failure to follow the manufacturer's care and maintenance instructions

### MATERIAL CHARACTERISTICS

- Variation in shade, gloss, texture, pattern, grain, or color between production lots, or between installed material and samples, displays, or photographs
- Characteristics inherent in the product or its manufacture
- Discontinued products. Exodus does not guarantee exact-match replacement material for any repair

### THIRD PARTIES AND OUTSIDE EVENTS

- Damage, alteration, or repair by the customer, any other trade or contractor, or any third party
- Work performed by others on, beneath, or adjacent to the flooring, including plumbing, electrical, and HVAC
- Fire, smoke, insects, rodents, mold, mildew, vandalism, and acts of God
- Abuse, neglect, accident, or use inconsistent with residential occupancy

### SCOPE AND CONDITIONS

- Installation over radiant heat, unless specifically approved by Exodus in writing before installation
- Asbestos, lead, mold, or other hazardous materials encountered during tear-out. Exodus will stop work and will not disturb, test, abate, or remove them
- Removal, relocation, or reinstallation of appliances, toilets, cabinetry, or built-ins not stated in the written scope
- Any area repaired or altered by someone other than Exodus without prior written authorization
- Commercial, rental, or multi-family use unless the contract states otherwise

## 4. HOW TO MAKE A CLAIM

Notify Exodus **in writing within thirty (30) days** of discovering the condition, at Engage@ExodusResidential.com or by mail to the address on your contract. Include your name, the installation address, the installation date, a description of the condition, and photographs. Exodus must be given a reasonable opportunity to inspect the flooring before any repair is attempted. Repairs performed by anyone other than Exodus without prior written authorization void this warranty as to the affected area.

## 5. REMEDY AND LIMITATION OF LIABILITY

Exodus will repair or, at its sole option, replace the affected area, at no charge for labor. **Repair or replacement is the sole and exclusive remedy under this warranty.** Exodus does not offer refunds, credits, price allowances, or cash settlements in lieu of repair.

Exodus is not liable for incidental, consequential, special, indirect, or punitive damages of any kind, including loss of use, inconvenience, displacement, moving or storage costs, lodging, lost time, lost rent, or damage to personal property. **Exodus's total liability under this warranty is limited to the amount the customer actually paid Exodus for the affected installation.**

Where the failure is a covered installation defect, Exodus provides the labor. Replacement material is the customer's responsibility except where the material itself is covered by a manufacturer claim. Exodus does not guarantee an exact match on replacement material, and does not warrant that a repaired area will be visually indistinguishable from surrounding flooring.

## 6. GENERAL TERMS

This document is the entire and only warranty offered by Exodus and supersedes all prior or contemporaneous representations, whether written or oral. No employee, installer, subcontractor, or sales representative is authorized to modify it, waive any part of it, or make any additional promise on behalf of Exodus.

To the fullest extent permitted by Ohio law, any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the duration of this written warranty. Some jurisdictions do not allow limitations on how long an implied warranty

lasts or the exclusion of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

This warranty is governed by the laws of the State of Ohio, without regard to conflict of law principles. Venue for any dispute lies in Cuyahoga County, Ohio.