

Policy for Metroflor® Products Purchased Over the Internet

Effective: October 3, 2016



Metroflor® flooring products are primarily sold through traditional floorcovering retailers, including Metroflor®'s network of Aligned Dealers. Aligned Dealers are retailers that have gone above-and-beyond to support Metroflor® and the products we offer by way of enhanced merchandising options that provide for a better customer experience. Just visit metroflorusa.com and use the "Dealer Locator" search tool to find the Metroflor® retailer closest to you.

In addition, there are various retailers on the Internet that also sell Metroflor® products. While some websites are operated by retailers that maintain physical stores and provide superior service and knowledge of Metroflor's products, other websites are operated by "Internet-only" retailers that do not provide such services.

While some of these "Internet only" websites offer "low" product prices, the total cost can end-up being higher than what you might pay at an internet retailer that also maintains a traditional brick-and-mortar store. This is due to the fact that shipping and handling charges from "Internet only" retailers can wind-up being rather expensive for hard-surface flooring (a relatively heavy product). Thus, what appears to be a bargain often turns into quite the opposite.

Metroflor® believes that the Internet is a useful tool for researching companies and the products they manufacture. As such, Metroflor® encourages consumers to visit our website at metroflorusa.com. There, they will find technical information and performance & design guidance to help determine the products that are appropriate for their needs. In addition, we also provide a list of trained, professional retailers from which our products can be purchased with confidence. When it comes to purchasing your

floor, be it over the Internet or in-person, Metroflor® recommends that you deal with a retailer that maintains physical stores, prominently displays our products, and has a trained staff to work with you in a consultative fashion. There is no substitute for personal, professional service and installation.

If you elect to purchase your Metroflor® flooring product through an Internet only retailer, kindly note that your product will only be covered by a 1-Year Warranty for Wear, Fade, Stain, and Manufacturing Defect. Conversely, should you choose to purchase your Metroflor® flooring product through our network of trained dealers (who will help you choose the right product for your specific needs), your product will be covered for the full duration of our warranty. Please visit the "Download Center" on the metroflorusa.com website to obtain a copy of the warranty offered for each of our brands.

Retailers that purchase Metroflor® products from our Authorized Distributors provide:

- Up-to-date flooring samples to showcase the latest flooring-design trends and innovations
- Specialized knowledge to help you make the best flooring decision for your needs
- First-quality flooring products backed by Metroflor® Corporation's full warranty

