



March 2, 2015

Dear Valued Customer,

I'm writing regarding the 60 Minutes piece last night involving Lumber Liquidators. We received several questions today about the story and wanted to provide you with important information about our laminate and engineered wood flooring products and our safety standards.

Armstrong sources laminate flooring from three suppliers. Our product specifications require adherence to all environmental, health and safety requirements, including formaldehyde emissions, of the U.S. federal government and, where applicable, state regulations such as the California Air Resources Board (CARB II). Our suppliers have their products tested at independent certified labs and then provide the test results to us on a regular basis. We only accept products that are certified to meet CARB requirements. In addition, on an annual basis, we randomly test our products at the Hardwood Products Veneer Association (HPVA) lab in Virginia for OSHA requirements.

As part of our commitment to product quality and safety, we will continue to conduct annual random testing to ensure the compliance of our products. Based on our testing practices, certification and specification requirements, and experience, our products meet or exceed all applicable formaldehyde standards, just as they always have.

I hope this information is helpful for you. For further detail, we've attached the product compliance sheet for Armstrong engineered wood and laminate flooring. We are committed to providing the best quality, safest products to our customers every day.

As always, thank you for your business.

Respectfully,

A handwritten signature in black ink, appearing to read "J. Bondi".

Joseph N. Bondi
Vice President, Armstrong Floor Products NA Residential

March, 2015

Subject: Armstrong Engineered and Laminate Flooring; Product Compliance (per CARB ATCM on Formaldehyde Emissions from Composite Wood Products)

Armstrong is committed to providing the best quality, safest products to our customers every day. Below is information outlining Armstrong's engineered wood and laminate flooring products' compliance per the California Air Resources Board ATCM on Formaldehyde Emissions from Composite Wood Products. This includes all brands / collections, manufacturing locations, and includes all products sold in the United States. All Armstrong products currently being produced are CARB Phase II compliant and are labeled as compliant as required by the CARB regulation.

Below is information regarding the certification and management systems in place to ensure that all Armstrong products sold meet the formaldehyde emissions requirements.

Armstrong Engineered Wood Flooring: Domestic Production

- All Armstrong domestic engineered wood flooring products meet the CARB Phase II emissions limits for HWPW which requires panel emissions of <0.05 ppm when tested in accordance with the ASTM E1333-96 test method. Armstrong's domestic plants produce their own HWPW and are regulated as a manufacturer under the regulation. Products are certified by the Hardwood Plywood Veneer Association under the agency's third party certification program to ensure compliance with CARB Phase II.

Armstrong Engineered Wood Flooring: Non-Domestic Production

- All imported Armstrong engineered wood flooring products meet the CARB Phase II emissions limits for HWPW which requires panel emissions of <0.05 ppm when tested in accordance with the ASTM E1333-96 test method. These facilities purchase their HWPW and are therefore regulated as a fabricator under the regulation. All HWPW suppliers to Armstrong are certified by a Third Party Certifier approved by California Air Resources Board to ensure compliance with CARB Phase II.

Armstrong Laminate Flooring

- All Armstrong laminate flooring products meet the CARB Phase II emissions limits for MDF which requires panel emissions of <0.11 ppm when tested in accordance with the ASTM E1333-96 test method. Facilities manufacturing products for Armstrong purchase their MDF and are regulated as fabricators under the CARB regulation. All MDF suppliers to Armstrong are certified by a Third Party Certifier approved by California Air Resources Board to ensure compliance with CARB Phase II.

Armstrong Solid Wood Products

- Armstrong solid wood products do not contain formaldehyde-based resins in their construction and are not made from 'composite wood products' that are subject to CARB or other specific regulations on product emissions.

Respectfully,



Joseph N. Bondi
Vice President, Armstrong Floor Products NA Residential