

# LIMITED WARRANTY

These warranties, which begin from the date of purchase, only apply to products installed in environmentally controlled residential and light commercial applications. The Lifetime Warranties only apply to the original retail consumer / purchaser for as long as they own or occupy the location where the product was installed. Warranties are not transferable.

- **Lifetime Structural Integrity Warranty** – The Manufacturer warrants these engineered hardwood products, in their original manufactured conditions, to be free from defect in material and workmanship including assembly dimension and grading.
  - Proper installation procedures must include both pre-installation testing for subfloor moisture conditions (if the condition exists, special steps would be required) and use of prescribed installation methods.
  - Inspect ALL materials carefully BEFORE installation. Wood is a natural product with varying characteristics in color, tone and graining. Some variation in color is to be expected in a natural wood floor. The warranty DOES NOT cover materials with visible defects or those with a greater range of grain / color variation than found in the display samples once installed. Installation implies acceptance. Warranty will not apply for appearance related claims once the products are installed.
  - Hardwood flooring is a natural product that will continue to expand and contract during seasonal and temperature changes. Products may experience separation between boards when properly acclimated and installed. If separations do occur, they are not covered by this warranty.
- **Finish and Wear Warranty** – The Manufacturer warrants, to the original retail consumer / purchaser, that its finish surface, in accordance with the maintenance guidelines, will perform under normal conditions for a period of 25 years – Residential / 1 year – Light Commercial, from the date of purchase.

## Warranty Service

You (the original retail customer) must notify the authorized Hardwood Flooring Retailer from which the original purchase was made of any defect issue no later than 30 days after discovering the defect, but within the time period of the applicable limited warranty. You (the original retail customer) must present to that authorized Hardwood Flooring Retailer the following items for a warranty claim to be reviewed:

- Claim Form with the description of the problem and related details
- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase
- Photograph(s) and sample(s) that clearly show the warranty problem

Upon receipt of the claim documents from the Hardwood Flooring Dealer, the Manufacturer will review the claim and provide an assessment. The Manufacturer reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. If the claim is accepted, the Manufacturer may repair, refinish or replace any defective product at its sole discretion.

## Warranty Exclusions / Conditions

- This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail consumer. This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room. The flooring must be installed in accordance with recommended installation instructions.
- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal characteristics and are not considered as defects. No two pieces of wood are the same and color or other variations will occur. We do not guarantee against natural variations or the normal difference between color sample, photographs or colors of installed floors.
- Indentations, scratches or damage caused by negligence, insects, erosion, pebbles, sand, other abrasives, animals, high heeled or spiked shoes, or insufficient protection (i.e. failure to use pads under rolling chairs or other furniture) is not covered by this warranty.
- Damage due to water moisture or saturation such as a leaky faucet or broken pipe and wet mopping is excluded from this warranty.
- Any product deformity that is not measurable or that is only visible from a certain angle is not considered a defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.
- Failure to follow Manufacturer's written installation instructions including protecting the floor from sub floor moisture.
- Excessive or inadequate humidity in the area of use. Relative humidity in the area of use must be within a range of 40% – 60%.
- Improper care and maintenance or accidents, abuse or misuse is not covered by this warranty.
- Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.

- Improper alteration or repairs of original manufactured product will void any and all warranties.
- Changes in color due to full or partial exposure to sunlight and weather. Some species may naturally lighten or darken due to light exposure.
- Failure due to structural changes in the sub floor, settling of the building or uneven sub floor that has not been adequately leveled.
- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
- Gloss reduction is not considered wear.
- Face checking or cracking in the veneer is not covered by this warranty.
- Please note that this floor must be installed in environments of 40% - 60% relative humidity and 60 - 80° F room temperature in order to prevent possible damage not covered by this warranty. Installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Warranty exclusions are, but not limited to, surface checking resulting from low humidity, mildew or discoloration resulting from extreme sub-floor moisture.
- The Warranty does not apply to any product or products designated or sold as "B" grade, cabin grades, seconds, closeout or nonstandard items so marked or designated.
- The above warranties are the complete and exclusive statement of Manufacturer, and are expressly offered in lieu of all other express and/or statutory warranties including the implied warranties of merchantability and fitness for a particular purpose.
- Manufacturer assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Manufacturer may repair, refinish or replace any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to Manufacturer's optional inspection will void this warranty.
- No installer, retailer, agent or employee of Manufacturer has the authority to increase or alter the obligations or limitations of this warranty.
- The Manufacturer does not grant to any person or entity the authority to create for it any obligation or liability in connection with this floor. The Manufacturer shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, such rights may vary from state to state.