

WARRANTY INFORMATION

PLEASE READ OVER THE ENTIRE INSTRUCTIONS BEFORE PROCEEDING WITH ACTUAL INSTALLATION. IF YOU DO NOT ACCEPT THE TERMS AND CONDITIONS OF THIS WARRANTY, PLEASE DO NOT INSTALL. THIS ENGINEERED WOOD FLOORING MUST BE INSTALLED ACCORDING TO THE NATIONAL WOOD FLOORING ASSOCIATION'S GUIDELINES.

THE SOLE OBLIGATION OF THIS WARRANTY, AT MANUFACTURER' DISCRETION, IS REPAIR, REFINISH, AND EXCHANGE OF DEFECTIVE PRODUCTS ONLY. LABOR COSTS ARE NOT COVERED UNDER THIS WARRANTY.

PRE-INSTALLATION SATISFACTION GUARANTEE

Prior to installation, the installer/owner should perform a detailed product quality inspection. Material must be inspected for quality, quantity, species, moisture and color prior to installation. If the flooring is not acceptable for any reason at the time of this inspection, please do NOT install the flooring and contact the seller immediately. Manufacturer will exchange the material, but there will be no refund issued. Installation indicates acceptance.

LIMITED STRUCTURAL WARRANTY

Manufacturer warrants that all of our engineered wood flooring, at the time of their original manufactured condition, is free from manufacturing defects in assembly, dimension, grading, lamination, and milling. This warranty is to the original purchaser of the goods and is not transferable. Industry standards allow for 5% waste and culling. This warranty covers any defects or waste over this 5% standard.

LIMITED FINISH WARRANTY

Manufacturer warrants that the surface wear layer of all our hardwood flooring, when used under normal residential traffic conditions and with proper maintenance and care, will not wear through for thirty years. Wear through is defined as more than 10% of the installed area showing wear through.

CONDITIONS

Prior to installation, hardwood flooring must be acclimated to job-site room temperature for a minimum of 48 hours. Do not open the sealed cartons (please refer to NWFA guidelines). The job site's relative

humidity must be between 40 to 60%, and the subfloor's moisture content must be within range before installing. Planks with visible defects or unappealing to the homeowner must be culled and put aside. Once a plank is installed it is considered visually acceptable. After installation, if the amount culled is over the NHFA standard 5% of surface area, then a credit will be issued. Installed planks with obvious defects will not be indemnified. It is the sole responsibility of the installer to inspect each and every board prior to installation to determine its usability.

LIMITATIONS AND EXCLUSIONS

The following are not covered under this warranty:

- natural characteristics like color variation, grain variation, mineral streaks, knots, sap, and others.
- scratches and damages from sands, grits and/or debris from construction, accidents, abuse, misuse, lack of or insufficient furniture leg protectors, improper protection while moving furniture or heavy objects, improper maintenance, pet claws, nails and other abrasives.
- damage as a result of acts of God or natural disasters.
- alterations or modifications of the original manufactured products or not following NHFA installation guidelines.
- water damage from pipe leaks, broken plumbing, standing water and spillage of fluid.
- change of shading as a result of exposure to or hidden from direct or indirect sunlight.
- damage due to not using recommended cleansers for UV polyurethane prefinished wood flooring, resulting in a damaged or dull finish.
- delamination as a result of excessive moisture or extremely low relative humidity in the surrounding environment and/or subfloor.

Any claim for warranty must be made in writing within 30 days after it has been detected.