

35-YEAR WARRANTY

CONGRATULATIONS!

Thank you for choosing a Woodland Reserve engineered hardwood floor. You have selected a premium quality product designed for everyday life.

A 35-YEAR RESIDENTIAL WARRANTY

Woodland Reserve warrants to the original purchaser that the satin and mat finish will not wear through or separate from the wood for a full 35 years. This warranty applies from the date of purchase, as long as the floor is submitted to normal residential wear. Regular preventive maintenance as recommended by Woodland Reserve must be followed.

- This warranty is non-transferable and applies only to the original owner of the floor.
- The warranty applies to first quality material only.
- A proof of purchase and/or a copy of the original invoice are required.

A 3-YEAR LIGHT COMMERCIAL WARRANTY

Effective for material dated as of March 10th, 2003, for all applications of light commercial projects, a 3-year complete wear warranty will apply. This warranty is applicable to installations in areas such as — clothing stores, offices, furniture stores, department stores, health care facilities and fine dining establishments.

Excluded from this commercial warranty are installations in fast food chain establishments, movie theaters, etc. For this commercial warranty to be effective, all installations must be in accordance with Woodland Reserve's installation guidelines, with regular maintenance as per our instructions. Finally, all the conditions mentioned for our 35-year residential warranty must be respected in order for this commercial warranty to be valid. Make sure to read the warranty exclusions presented at the end of this brochure.

Please contact your territory manager for details and to have your project pre-approved and registered.

Be sure to read further warranty information as enclosed in this brochure.

STRUCTURAL WARRANTY (GRADING AND MILLING)

Woodland Reserve has an ongoing control of all the manufacturing steps involved in the production of its prefinished hardwood floors. From kiln drying to finishing, all our flooring is manufactured under the most rigorous quality control standards.

Wood flooring can crack and split, and this can happen with any of our appearances (grades) but it more likely when the appearance allows more colour variation, knots, mineral streaks and character. Open and filled knots are allowed in all appearance. Knots are filled to add structure and not aesthetics, failure or appearance. Knot fill is not considered a defect. Industry standards allow a tolerance in manufacturing quality variation not exceeding 5% of the total quantity purchased. Woodland Reserve will replace any material in excess of this 5% tolerance (excluding labor costs and shipping fees).

READ THE FOLLOWING BEFORE INSTALLING YOUR HARDWOOD FLOOR

The installer and/or the owner assumes final responsibility to the product quality. Therefore, all flooring must be inspected prior to installation. Carefully examine your floor for color, appearance, finish, and general quality before installing it. If any material is not acceptable, immediately contact your authorized Dealer / Distributor.

DO NOT INSTALL THE FLOOR.

Once the strip / plank has been nailed down, it is deemed accepted by the installer and/or the owner.

**WOODLAND RESERVE WILL NOT ACCEPT
CLAIMS ON ALREADY INSTALLED MATERIAL.**

WARRANTY EXCLUSIONS

- The 35-year finish warranty applies on all prefinished floors with the satin or mat finish manufactured since July 1st, 2009. The 25-year warranty applies only on all prefinished floors finish manufactured between March 10th, 2003 and June 30th, 2009. The warranty is applicable on prefinished flooring sold by authorized Dealers / Distributors only.
- The 3-year light commercial warranty applies on all prefinished floors finish manufactured since March 10th, 2003. This commercial warranty is applicable only for pre-approved and registered projects. See your territory manager for all details.
- The surface wear must be easily visible. More than 10% of the floor surface must be affected. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of incorrect maintenance or accidents. Example: scratches, dents, etc.
- The Woodland Reserve warranty will not apply in the case of indentations, scratches or damage caused by water, calcium, erosion, insects, pets, and spiked heel shoes.

- Woodland Reserve will not accept any claim resulting from non-compliance with the recommendations listed in this document. Woodland Reserve may therefore not be held responsible for damage resulting from improper maintenance, non-compliance of Woodland Reserve's written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and non-maintenance of the proper humidity conditions.
- Although the Woodland Reserve finish helps reduce the natural fading of the wood, Woodland Reserve cannot warranty fading due to sunlight. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault. All wood change colour: Black Walnut Black Walnut, Sapele, Cherry and Jatoba species are sensitive to UV light and color can lighten or darken with time.
- Since hardwood is a natural product, and even if your hardwood floor is well installed, your hardwood floor will continue to shrink or expand depending on seasons and humidity / heating conditions. The little spaces between the strips / planks are normal and not covered by this warranty.
- Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g. unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips / planks of your floor.
- Boards with cracks and/or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply*. Once boards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various external factors out of the manufacturer's control.

***NOTE:** If over 5% (industry standards).

- It is the installer's responsibility to ensure that the cleat is properly in place as dimpling of the wood face is not considered a manufacturing defect.
- For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.

- An installation that does not follow our guidelines could void the warranty of our flooring (for more details and precautions in installation of our engineered lines of flooring, please refer to the "Radiant Heating" paragraph of our installation warranty guide). Feel free to contact us to ensure that your radiant system and its installation conforms with our products.
- Prior to installation of any engineered wood flooring product, the installer must determine that the job-site environment and the subsurfaces involved, meet or exceed all requirements as stipulated in the installation instructions. The manufacturer declines any responsibility for job failure resulting from or associated with subsurface or job-site environment deficiencies.

INFORMATION ON FILING A CLAIM

STRUCTURAL WARRANTY (GRADING & MILLING)

If you have doubts concerning the quality of the merchandise, call your local authorized Dealer BEFORE installing your floor. If a defect is only noticeable once a board is installed, please stop the installation as soon as the defect becomes apparent and contact your local authorized Dealer to have the defective material replaced. Woodland Reserve will replace the defective wood that does not meet the industry standards as long as the wood has not been installed and over the 5% waste factor. All claims must be signified within 30 days after the problem appeared

FINISH WARRANTY

Send a claim notice to Woodland Reserve within 35 years following the purchase for the residential warranty and within 3 years for the light commercial warranty, with a copy of the original receipt. Woodland Reserve reserves a period of 30 days, once a claim is received, to inspect the product. During this period any attempt to repair, replace or refinish will void this warranty.

Woodland Reserve is not responsible for any indirect costs (labor, shipping, etc.) arising from a claim.

**WOODLAND
RESERVE**