

WOODLAND RESERVE

Limited 50-Year Residential Hardwood Warranty

Introduction

Woodland Reserve manufactures all of its flooring under the strictest of quality controls. Being a quality manufacturer, Woodland Reserve wishes to back its products with a clear warranty that applies to the original purchaser and the original site of installation only.

What this warranty covers

This warranty covers all Woodland Reserve engineered and engineered wood flooring purchased from a Woodland Reserve Authorized Dealer in the USA or Canada. Closeouts, seconds, factory specials, and any other flooring sold “as is” are excluded from this warranty.

Who this warranty covers

This warranty applies to the original purchaser and the original site of installation only. It covers flooring that is used in residential environments only; commercial environments are covered by our Woodland Reserve Limited Commercial Warranty.

Pre-installation warranty

It is the duty of installer, whether professional or DIY (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, has finish problems, is off-grade or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable. Since wood is a product of nature, not plastic, standard industry practice allows up to 5% of the flooring shipped to deviate from regular quality standards on milling, handling, finish and/or grade.

Why does the industry allow up to 5% of the wood to have minor issues?

When the flooring is installed, naturally a certain percentage goes to cross cutting and fitting waste. Another small percentage of the flooring will go into closets and other unseen areas. It is assumed that an experienced installer will cross cut out small imperfections during fitting or put visibly unusual pieces in seldom seen or unobtrusive areas. By not removing 100% of material with minor quality issues in the factory, we help save precious natural resources as well.

Finish warranty

Woodland Reserve warrants that the factory finish on its floors will not wear through for a period of 50 years from the date of purchase under normal residential traffic conditions and use. The pre-installation warranty above covers the replacement/refund for any flooring returned in excess of 5% of the total flooring shipped with visible flaws. This includes visible finish flaws, prior to installation. If there is a problem with wear through, it must exceed 10% of the surface area for this warranty to cover. Changes in gloss level are not covered under this warranty, including shiny spots that might develop if you too aggressively rub in one spot. Over the course of time, it is normal for overall gloss levels to change and as such is not warranted.

Lifetime structural warranty

Although we guarantee our product will be free from structural defects, if the flooring is exposed to extreme humidity or extreme dryness, you may experience slight buckling or shrinkage. The normal humidity range in the home should be maintained between 45% to 60% relative humidity. Wood is naturally hygroscopic, and such swelling, shrinkage, or gapping due to extreme humidity levels is to be expected and is not warranted. Normally, the problem will be solved by returning the home back to normal range of 45% to 60% relative humidity.

Subfloors with radiant heat

IMPORTANT: If the Woodland Reserve wood flooring extends beyond 20 lineal feet in either direction, it is not recommended to install over any radiant heated subfloor. If the coverage area does not exceed 20 lineal feet in any direction, the following guidelines for radiant heat apply:

Due to the speed of sudden temperature changes, which has the potential to negatively affect hardwood flooring construction, it is not recommended to install over any electrical radiant heating system. Installation over electrical radiant heating systems will not be covered by the manufacturer's warranty.

Bellow are instructions for radiant heating system using water: Ensure the radiant heat surface temperature never exceeds 27°C (81°F). Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the hardwood flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance. Do not install over any radiant heated subfloor if the coverage area exceeds 20 lineal feet in any direction.

Warranty exclusions and conditions

These warranties provide no express or implied coverage against: Scratches, indentations, marks, stains or other damage cause by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills excessive moisture, heat or dryness; changes in color due to exposure to light: variations in color, tone, grain patterns and other naturally occurring characteristics of hardwood; problems arising from failure to follow manufacturer's written installation, care and maintenance instructions; expansion and contract in between boards or any other problems arising from by improper heat and humidity levels; damage due to exposure to excessive moisture from any cause or source; Woodland Reserve expressly excludes and will not pay consequential or incidental damages under this warranty. By this Woodland Reserve means any loss expense, inconvenience or damage other than to the wood floor.

Woodland Reserve neither assumes nor authorizes any other person or entity to assume for it any other obligation in connection with the sale of this product. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Woodland Reserve obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange or disputed product, or refund of purchase price for flooring with visible flaws returned to Woodland Reserve prior to installation. For flooring with delamination and finish problems which occur after installation and not visible prior to assume no liability for incidental or consequential damages. However, some state does not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the purpose of the remedy provide herein is the replacement/repair of disputed products of refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Woodland Reserve is willing to replace/repair such disputed goods or refund the purchase price.

This warranty does not apply to any products designated as seconds, specials or nonstandard items. Any product or products designated are sold “as is”. In order to get performance under this warranty, the person seeking performance should first contact the dealer from whom the purchased the flooring. You may also contact Floor & Décor directly.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision.

