

Floor & Decor

Wall boards Warranty

The warranties described apply to the original purchaser only and are subject to the Procedures, Limitations, Exclusions, and Disclaimers as set forth herein. These limited warranties are not transferable or assignable. The warranties are applicable to "First Quality" Cumberland Products Group, LLC d/b/a American OEM ("American OEM") approved products only, sold for installation on walls by Floor and Decor.

LIMITED WARRANTY FOR WALL WOOD

Lifetime structural warranty / 50 year finish warranty

American OEM warrants to the original purchaser only that American OEM's wall boards will not experience finish degradation or loss for 50 years or more. American OEM warrants the structural integrity of the wood against delamination of the top ply of veneer for the lifetime of all wooden wall boards.

LIMITED FINISH WEAR WARRANTY

The product's finish is warranted to the original purchaser for 50 years against wear-through from the time of purchase. Finish wear-through is defined as 100% finish removal over at least 3% of the area of a total installation. NOTE Gloss reduction or surface scratches in the finish are not considered surface wear and are not covered under this warranty.

WARRANTY EXCLUSIONS

Wood is a natural product containing natural variations in color, tone, and graining. American OEM does not warrant against natural variations in color, mineral streaks, small knots, and grain variations from plank to plank. Nor does American OEM warrant against natural variations, color, gloss level, or UV discoloration between samples/models and installed wall boards. Any sample or model is for demonstrative purposes only, and such sample or model does not create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed.

The warranties for these wooden wall board products shall be VOID under the following circumstances:

Improper Installation - Installation must be in accordance with the current American OEM installation instructions or the warranty is voided. In addition, American OEM is not responsible for material installed with visible defects. Damage caused by improper storage, handling or installation methods invalidates these warranties.

Improper Maintenance - Damage to the wall boards, such as dents, scratches, or dulling of the finish (loss of gloss) are NOT covered. Cleaning with too much water or

other substances will also invalidate these limited warranties. In addition, the following are NOT covered under these limited warranties: neglect or abuse including but not limited to taking proper precaution to protect wall from furniture and doors that might cause scratches and dents; Damage caused during the hanging of external items on top of the wall board (pictures, mirrors, shelving, etc).

Improper Environment -American OEM wall boards are not warranted against damage caused by manmade or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation or normal wearing of the finish in high traffic areas where walls can be bumped or hit; or other extraordinary circumstances such as extreme low humidity (below 35% for an extended period of time). In extreme low humidity conditions (below 35%), boards may shrink and or exhibit surface checking even after the humidity returns to a normal level. The sun and its UV rays cause the aging of wood and therefore can cause the stain and/or wood to fade and/or change color; therefore, fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties.

WARRANTY DISCLAIMERS

THE ABOVE TERMS AND CONDITIONS OF EACH LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR THESE WARRANTIES. AMERICAN OEM SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

AMERICAN OEM SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES INCURRED BY THE PURCHASER OR BY ANY OTHER PERSON, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALL COVERINGS, PAINT, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF ANY WALL BOARD PRODUCT. THE REMEDIES AS MORE FULLY DESCRIBED IN ABOVE LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR ANY BREACH BY AMERICAN OEM OF ANY EXPRESSED AND/OR IMPLIED WARRANTIES THAT MAY PERTAIN TO THE WALL BOARD PRODUCTS. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE WALL BOARD PRODUCTS. THIS LIMITED WARRANTY SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF TENNESSEE AND ANY APPLICABLE FEDERAL LAWS OF THE UNITED STATES OF AMERICA. ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF TENNESSEE OR IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF TENNESSEE.

MAINTENANCE INSTRUCTIONS

Please read the following information in regard to the proper maintenance of your wood wall boards.

In order to protect your new wall boards and to keep them looking new, it is important to follow some basic procedures to protect it for years to come.

RECOMMENDED COMMERCIAL FLOOR CARE INSTRUCTIONS

Preventative Care

1. Protect wall boards from damage from furniture, doors or other objects that will bump routinely in the same location of the wall.
3. Maintain a humidity level between 35% - 55% Relative Humidity to help reduce and minimize gapping which can be more noticeable on lighter colored woods or stains.
4. When possible avoid direct sunlight from hitting the surface of the wood as Ultra-violet light can change the appearance of wood causing discoloration.

Routine Maintenance

1. Dust as needed to remove loose dirt or grit from the surface.
2. Do not use heavily soaked rags or sponges to clean the wall boards. Wood absorbed the moisture and will warp.