

HARDWOOD WARRANTY
Residential Warranty
Floor & Decor Natural Hardwood Flooring

Floor & Decor extends the following warranty features to our customers. As you enjoy the beauty of your new Floor & Decor Natural Hardwood floor, please remember that each piece is a product of nature. Each piece of Floor & Decor Natural Hardwood flooring will be different from every other piece, and will carry the individual character of nature itself. No two pieces will be exactly the same.

This warranty is extended only to the original purchaser of the Floor & Decor floor, for as long as you own your home. The warranty is not transferable.

Pre Installation Notice: If any defect is visible at the time of installation, it is the responsibility of the installer to NOT install that piece. Always allow 5% extra for cutting allowance.

WEAR LAYER WARRANTY

The wear layer finish carries a 25 year wear—through warranty from the date of purchase when used in your residence. It is important to keep the floor free of dirt, dust and other abrasives that can cause excessive wear. Note: This warranty does not apply to scratching or loss of gloss that can result to any urethane finished hardwood floor as a result of normal traffic.

LIFETIME STRUCTURE WARRANTY

YOUR NEW FLOOR IS WARRANTED FOR A LIFETIME against manufacturing defects, as long as you own your home. If the structure of your floor should fail due to manufacturing defects, we will replace the defective product.

IF YOU HAVE A PROBLEM

In the unlikely event that you should have a claim, please contact the dealer where you purchase the floor. It is the responsibility of the purchaser or home owner to initiate any inspection of the flooring to determine the cause of the problem. If the problem is caused by a manufacturing defect, Floor & Decor will repair or replace the damaged piece(s) according to accepted industry standards, at our option.

If you cannot contact the dealer, or need additional assistance, please call Floor & Decor at 877-675-0002, or write to our headquarters at:

Floor & Decor Outlets of America Inc.

2233 Lake Park Drive, Suite 400
Smyrna, GA 30080, USA

Please provide a proof of purchase with date for claims to be processed. Floor & Decor reserves the right in all cases to make an inspection of the installation, and may require samples to be removed from the floor before processing a claim.

EXCLUSIONS

Floor & Decor Natural Hardwood Flooring is a product of nature. Naturally occurring variations and character are not considered manufacturing defects. Flooring pieces that are obviously damaged or otherwise unsuitable should not be installed. A 5% allowance for cutting is standard in the industry. Floor & Decor Natural Hardwood Flooring is always susceptible to normal color change due to the sun's ultraviolet rays. Sun fade is not a manufacturing defect. Installation of drapes or ultraviolet resistant coatings on windows may be advisable in some cases. Damage due to water or moisture is not a manufacturing defect. We do not warrant any installation. Scratches, gouges or indentations are not factory defects. Floor & Decor does not warrant any product that are sold as "bargain", "cabin" seconds or non-standard products. This warranty is the sole and complete statement of Floor & Decor flooring, and is in place of all other Warranties, express or implied. Floor & Decor assumes no liability for incidental or consequential damages or injuries. Some states do not allow the exclusion of limitation for incidental or consequential damages. In the case, these limitations may not apply to you. This warranty gives you specific legal rights, and you have other rights that vary by state. All legitimate claims will be settled by Floor & Decor at the sole discretion of Floor & Decor. Settlement may include repair, refinishing or replacement of affected flooring pieces.