

Hardwood Flooring

Warranty Information for Engineered Wood

We thank you very much for selecting Hardwood Flooring. We sincerely hope your new environment will bring you the warmth, comfort, and beauty that only genuine wood can provide. We make every effort to ensure that the finest hardwoods are used to create our wood planks, that the natural characteristics of the wood are preserved, and that our Urethane finish provides the protection needed to help preserve the look of your Hardwood Flooring for years of admiration and enjoyment.

RESIDENTIAL & LIGHT COMMERCIAL WARRANTIES

EXCLUSIVE WARRANTY

The Hardwood Flooring is produced from the finest raw materials and manufactured with the highest quality control standards. Hardwood Flooring is produced according to strict manufacturing and environmental standards. Our confidence in this product is reflected by the extension of this full residential warranty to the original purchaser of the Hardwood Flooring.

PRE-INSTALLATION WARRANTY

Manufacture warrants that this product is free of defects and exceeds the industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed, and quantities over the 5% defect tolerance can be returned to the original place of purchase for replacement at no cost to you. Wood is a natural product, containing natural variations in color, tone, and grain. We do not warrant against natural variations in color within the floor or variations between samples and the installed floor.

LIFETIME STRUCTURAL WARRANTY

Each Hardwood Flooring plank is engineered using the most advanced flooring technology available. We guarantee that this product is free from defects in lamination and milling and will remain free of these defects for as long as you own your residence. In the unlikely event of delamination, warping, or cupping of the product because of manufacturing defects, manufacture will at their option: 1) repair the defective planks, 2) replace the defective planks.

FINISH WARRANTY

The Hardwood Flooring is protected with a Urethane finish. We warrant that there will be no wear-through of the finish for the number of years indicated. Your specific product finish warranty life will appear on the carton, our website or other product literature. This warranty applies only to residential installations, provided the recommended installation and maintenance procedures are followed. In event that the finish wears through or peels off the hardwood flooring, manufacture will, at their option, 1) replace the affected planks; 2) recoat the affected area, note that this limited warranty extends only for defects that covers a least 10% of the surface area of the installed flooring. Gloss reduction is not considered wear through and is not covered under this warranty.

ENVIRONMENTAL WARRANTY

All components of the Hardwood Flooring are chosen for their responsible environmental impact. All glue used to manufacture for the Hardwood Flooring product does not have harmful levels of gas emissions. The finish does not release any harmful solvents, formaldehyde, or heavy metals. Carb 93120 compliant for formaldehyde phase 2.

If professionally installed, manufacture will pay reasonable labor costs to perform the replacement or repair during the first five years from date of purchase. If the style installed in home is no longer available, manufacture will authorize your Retailer to replace the affected floor with another style of equal or lesser value. The above-described remedy is the purchaser's sole and exclusive remedy for the claim under this limited warranty.

RESIDENTIAL & LIGHT COMMERCIAL WARRANTIES

EXCLUSIONS TO WARRANTY

The following will void this warranty:

- ❖ Improper Installation. Instructions must be followed including the requirement that the subfloor must be dry before installation.
- ❖ Improper Maintenance. Maintenance instructions must be followed, and the floor cannot be wet mopped.
- ❖ Extreme Conditions. The humidity level in the home must be in the 35%- 55% range throughout the year using air conditioners, humidifiers, or dehumidifiers as appropriate. Improper use of Radiant Heat.
- ❖ Excessive swelling, cupping, buckling, and gapping caused by mildew, moisture fluctuations, and humidity outside the range of 35%-55%.
- ❖ Damage due to radiant heat subfloors.
- ❖ Abuse or Misuse. This warranty does not cover damage caused by stiletto heels, sharp objects, furniture, appliances, casters, equipment, pet claws, pet urine, pebbles or sand or other items that may scratch, indent, or damage the floor.
- ❖ Wood installed in full bathrooms with shower or tub.
- ❖ Use of steam cleaners, vacuum cleaner beater bars or improper roller loads, casters wheels and furniture without proper floor protectors.
- ❖ Use of petroleum-based cleaner, wax, household dust treatment chemicals, abrasive cleaner, scrubbing pads, furniture cleaners or any other non-wood floor cleaners.

- ❖ Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, and leaking plumbing, overflowing sinks or similar water damage.
- ❖ Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- ❖ Claims made on pieces of flooring installed with visible defects or pieces installed with excessive color/grain variations. Do not install materials with visible defects, as they will not be covered by warranty. Please see installer's responsibilities.
- ❖ Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material will not be considered defects.
- ❖ Direct sunlight baking floor. The floor needs protection from extended sunlight. We recommend blinds, shears, or solar film to help disperse the sunlight.
- ❖ Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or clearers or asphalt tracked in from driveways or parking lots
- ❖ Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- ❖ Squeaky, popping, creaky, or noisy floors are not covered by warranty.
- ❖ Natural changes in color from exposure to Natural and UV light. Exotic wood species will darken in color with exposure to these types of light.
- ❖ Gloss reduction is not considered surface wear.
- ❖ Damage to the coating caused by tape or adhesive.
- ❖ Natural expansion & contraction resulting in separation between boards or damage caused by excessive high or low humidity.
- ❖ Minor cracks, gaping, surface checking, or separation caused by expansion & contraction due to seasonal changes.
- ❖ Downgraded Product. It does not apply to any products designated or sold as B-grade or Cabin grade, which is sold "as is".
- ❖ NOTE: You and your installer are responsible to inspect flooring prior to installation. We accept no responsibility for liabilities, claims or expenses, including labor costs, where flooring with visible defects has been installed.
- ❖ This warranty only applies to original consumer purchaser. These warranties are not transferable or assignable.

The Hardwood Flooring excludes and will not pay consequential or incidental damages under this warranty. Repair, refinish or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while the manufacture is willing to repair or replace defective goods. Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply.

This warranty gives you specific legal rights, which may vary from state to state.

WARRANTY SERVICE

To obtain service under this warranty, contact your Retailer.

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