

LIMITED RESIDENTIAL AND LIGHT COMMERCIAL FLOORING WARRANTIES

Who is Covered Under these Limited Residential Flooring Warranties?

All warranties under this Limited Warranty are given only to the original consumer/purchaser of the flooring. Warranties are not transferable. The flooring must be paid in full. Retain your original receipt as proof of purchase.

No installer, retailer, distributor, agent or employee has the right to modify the obligations, limitations, disclaimers or exclusions of this Limited Warranty.

Responsibilities of the Consumer and Installer

- Retain your original receipt as proof and date of purchase.
- Verify that the product delivered is the product ordered in the correct quantities and that it is not damaged.
- Ensure proper site conditions exist prior to, during and after installation of flooring according to NWFA and NOFMA standards. This will include the proper procedures for radiant heated subfloors.
- Ensure all manufacturer installation instructions are followed.
- Inspect and approve the floor layout before permanent installation of product. If the floor does not meet the consumer/installer expectations, do not install the floor.
 - Return the cartons to the dealer for replacement or refund. Accepting or rejecting the flooring must be on the full shipment quantity only and not carton-by-carton or board-by-board. The returned materials must be in re-sellable condition.
- Maintain the floor according to manufacturer and industry standards.

Responsibility of the Distributor

If a breach of the Limited Residential Flooring Warranties is proven, the distributor's sole and exclusive responsibility is, at the option of the distributor, to:

- Recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor at our option.
- In the unlikely event we are unable to correct the problem after a reasonable number of attempts; we will refund a pro-rated portion of the purchase price for the affected faulty areas of the floor.
- If your floor was professionally installed, we may at our sole discretion agree to pay reasonable labor costs for direct repairs or replacement. Labor costs will not include the removal or replacement of cabinets, furniture, fixtures, appliances, floor coverings, drywall, wallpaper, paint or other product not supplied by this manufacturer.

These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis. In any case, no claim is authorized until written documentation is provided by the distributor to the retailer, consumer or installer that defines the remediation procedure. The distributor and retailer are not liable for loss of use or any other incidental or consequential cost, expenses or damaged incurred by the purchaser or any other persons.

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Who is Not Covered Under these Warranties?

- Wood flooring installed in full bathrooms with a shower, tub, sauna, whirlpool and steam diffuser.
- Damage caused by fire, flood or other disaster whether man-made, natural, or an act of God.
- Damage caused by negligence, accidents, misuse or abuses.
- Damage caused by vacuum cleaner beater bars and/or mops with hard heads.
- Damage caused by improper maintenance procedures and products.
- Damage caused by appliances, furniture and casters.
- Damaged caused by cutting or denting by any object.
- Reduction in gloss, scratches, indentations, abrasions due to sand, pebbles, pets, insects, excessive traffic, high-heel or cleat indentations or failure to maintain the floor as prescribed by manufacturer.
- Color, shade and texture variations including differences in samples, advertising images or illustrations fro manufacturer or another source.
- Deficiencies related to subfloor and joist assemblies including but not limited to floor deflection, subfloor voids and uneven subfloors.
- Noises/squeaks, etc. associated with anything other than the miss-manufacture of the flooring.
- Naturally occurring wood characteristics such as variations in graining, color, mineral steaks, knots and naturally occurring color change due to exposure to sunlight and the aging process.
- Natural expansion and contraction including cupping or buckling that may result in separation between boards or damage caused by low or high humidity and temperature levels, seasonal changes or improper site conditions.
- Closeouts, clearance or “as-is” products.
- Floors not installed in owner-occupied residences or tenant-occupied residences.
- Unauthorized commercial installations of residential products.
- Construction or installation-related damages.
- Adhesive/bond or fastener damages or failures.
- Installation defects including installations made in violation of local building codes or contrary to written instructions furnished with the product.
- Improper storage or handling of product.
- Poor workmanship, negligence and abuse by flooring installer or other trades.

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What You Should Do If You Have a Problem

Contact your retailer and supply them with your original receipt.

The retailer will, if necessary, start a claims procedure. A brief outline of the process is described below and may differ from your specific situation:

- Retailer and/or distributor representative will use/fill out manufacturer claim form during an on-site inspection. The claim form asks specific questions in order to communicate your specific concern accurately with us.
- Retailer and distributor representative will take photos, measure temperature, humidity and other readings. If available, they will collect a sample.
- The claim form will be submitted to the manufacturer for consideration. At this time, the manufacturer may opt to hire an independent and certified NWFA wood flooring inspector. The independence inspector will file a report and send it to the manufacturer.
- The manufacturer will issue a written determination allowing or disallowing the claim and the limits of which manufacturer will remediate solution.

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Limited Residential Warranties

Limited Pre-Installation Warranty: We warrant that the covered products, in their original manufactured condition will be free from no more than 5% defects in grading, milling, dimension, lamination and assembly as is specified by NWFA and NOFMA standards of the total area of the installed floor.

Limited Lifetime Structural Warranty: We warrant to the original purchaser that our first-quality products in their original manufactured condition will be free from manufacturing defects in milling, dimension and grade for the lifetime of the floor. Engineered products are warranted against delamination of the plies.

Limited 25 year Warranty on Urethane Finishes: This warranty extends to visible areas that exceed 10% of the total area of the installed floor and does not apply to high traffic areas such as doorways, hallways and workstations. The distributor warrants the surface finish will not wear through or separate for a period of 25 years from the date of purchase when used under normal residential conditions and maintained according to industry standards as defined by NWFA, NOFMA and distributor's instructions.

Limited Residential Warranties

Limited Pre-Installation Warranty: We warrant that the covered products, in their original manufactured condition will be free from no more than 5% defects in grading, milling, dimension, lamination and assembly as is specified by NWFA and NOFMA standards.

Limited Lifetime Structural Warranty: We warrant to the original purchaser that our first-quality products in their original manufactured condition will be free from manufacturing defects in milling, dimension and grade for the lifetime of the floor. Engineered products are warranted against delamination of the plies.

Limited 3 Year Warranty on Urethane Finishes: When installed in a light commercial application (retail shops, salons, professional business offices), distributor warrants that the factory finish will not wear through for a period of three years from date of purchase. Heavy use commercial such as food, beverage, restaurants, will not be covered under this warranty. For heavy-use commercial situations, refer to distributor for suitable products and finishes that are manufactured for this type of use.