

# WARRANTY CERTIFICATE

Our **Premium Hardwood Flooring** is pleased to offer the following warranty certificate on its prefinished flooring products as outlined below. The warranty certificate applies only when the recommended installation methods and floor maintenance procedures are followed. This warranty certificate also assumes that proper relative humidity and temperature conditions are maintained within your home as set forth in the recommended manufacturer's installation guidelines and the **Normal Environmental Conditions** set forth below.

## NORMAL ENVIRONMENTAL CONDITIONS

Normal Environmental Conditions are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior relative humidity level (in the ambient air), between 35% and 50%, and a temperature between 60 and 80 degrees Fahrenheit year around. These Normal Environmental Conditions **must** be met to ensure optimal performance of our Hardwood products. Failure to comply with these Normal Environmental Conditions and the recommended manufacturer installation guidelines will void the applicable warranty.

## RESIDENTIAL WARRANTY

Under Residential Warranty Certificate, as detailed below, our Premium Hardwood Flooring warrants that its products meet all established industrial quality standards specified for each product category. Standard trade practice allows for up to a 5% to 10% margin of error for natural imperfections and manufacturing defects. Residential warranty certificates are non-transferable and extend **ONLY** to the original purchaser(s) of the Prefinished Hardwood Floor. This program is limited to residential applications only, and does **NOT** apply or extend to either commercial or industrial use.

**ALL WOOD IS NATURAL** and, therefore, each piece is characterized by distinctive variations in grain and color. Wood flooring will naturally change in color after exposure to UV radiation and/or sunlight. These variations and color changes are **NOT** covered by the Limited Residential Finish Warranties.

Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is **NOT** considered surface wear.

## 30 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

\* UNFINISHED COLLECTION

It is mandatory that the purchaser(s) install the floor according to the manufacturer's installation guidelines.

We warrants to the original purchaser, that the factory applied finish will not wear through, peel, or delaminate for determined warranty period for each product from the date of purchase, under normal residential traffic conditions. Gloss reduction is not considered wear through, therefore is not covered under this warranty. As long as preventive and regular maintenance as prescribed and suggested in the National Wood Flooring Association (NWFA) Regular Maintenance guidelines is followed.

This warranty excludes any indentations, scratches or damages resulting from, caused by or contributed to, in any way, improper environmental conditions, lack of proper maintenance, misuse, negligence, water, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, wet mopping, erosion, pebbles, sand, use of unauthorized cleaning products, abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area. This warranty only extends to wear areas that cover at least 10% of the total surface area of the installed flooring.

We guarantees the original purchaser that its prefinished hardwood floors are free of any manufacturing defects, including staining and finish, exceeding the 5% margin of error allowed by the industry. Accordingly, it is warranted that no more than 5% of the total square footage of your purchase will exhibit any manufacturing or natural defects.

## LIMITED LIFETIME STRUCTURAL WARRANTY

We warrants, to the original purchaser, that its engineered pre-finished hardwood floors are free of any manufacturing defects. Manufacturing defects include, but are not limited to, the following: improper milling, grading, staining, and coating. Structural limited lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the home.

It is the installer's responsibility to inspect each board **PRIOR** to the installation. Planks that are **NOT** structurally acceptable must **NOT** be installed. Planks that are **NOT** visually/aesthetically acceptable should be put to the side and used in an acceptable location. Once a plank is installed, there is **NO** longer a question as to its structural or visible/aesthetic characteristics. If a plank does **NOT** install properly, it is **NOT** to be used. Although improper installation voids this warranty, we reserves the right to replace planks that have cracked, split and/or delaminated due to structural defects. If more than 5% of the boards for the complete installation are unusable, please return to replacement.

Damages due to improper transportation, storage, installation, extreme indoor conditions (e.g. extreme heat, dryness, or moisture) extreme sunlight, excessive wear and usage, or any other cause are **NOT** covered by this warranty. Exposure to excessive heat, dryness, or moisture, can/will cause damage to the flooring. It is natural, due to the inherent properties of wood that minor contractions and expansions can/will occur. These occurrences, and/or visual changes of the hardwood floor, should self-correct with seasonal climate changes and/or when maintaining

suggested Normal Environmental Conditions.

## **RADIANT HEAT**

Over a radiant-heated sub floor, you must fill out the Radiant Heat Warranty Qualification Form for warranty coverage. If you do not fill out the form, the warranty becomes void for any/all applicable engineered flooring.

## **PRODUCTS NOT SUITABLE FOR INSTALLATION OVER RADIANT HEAT**

\*Species: Brazilian Cherry, Tigerwood, Cumaru, Hickory, Acacia are excluded from Radiant Heat warranty coverage.

**NOTE:** Solid Hardwood Flooring excluded from Radiant Heat Installation Method.

### **WARRANTY CONDITIONS:**

**\* THE WARRANTY IS VALID FOR THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE.**

**\* OWNER / OCCUPANT / INSTALLER RESPONSIBILITY.**

The manufacturer will honor claims under the warranty only if all of the following conditions are satisfied:

- The installer and owner/occupant customer assume all responsibility for proper handling after delivery, storage, security, protection and acclimation of the flooring at job site.
- Your hardwood flooring should be installed by an experienced hardwood installer.
- When ordering hardwood flooring, the installer must order 5-10% in excess of the accurately measured floor area to be covered, depending upon the layout (diagonal installations may require more) to allow for waste and other factors, as explained below.
- Before installation, the owner /occupier /installer are required to fully and carefully inspect the flooring for grain, color, finish, natural characteristics and any other appearance or quality issue. Use reasonable selectivity and discard or cut off pieces that are unacceptable before installation. Do not install such flooring that has an observable deficiency. If the unacceptable flooring is beyond the industry standards and more than 5-10%, then contact your dealer immediately. Failure of the owner /occupant /installer to meet any of these important responsibilities will void the applicable warranty.
- After installation, the owner /occupant is responsible to maintain proper temperature and relative humidity conditions as well as to maintain and care for the installed flooring, as hardwood flooring can suffer irreversible damage if not properly maintained in accordance with proper Care and Maintenance Instructions (enclosed).
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
- We reserve the right to have an designated representative or firm inspect and take samples of the hardwood floor for analysis.
- It must be given 60 days following notice to inspect the product to confirm any failure.
- Inspections of the hardwood floors must be performed in accordance with

industry standards from a standing position with normal lighting and no glare.

- The covered person must provide valid proof of purchase in the form of a sales receipt or invoice. This must show the date of purchase, original purchase price, and that he/she is the original purchaser.
- We must receive written notice within 30 days after discovery of any claimed defect of failure covered under this warranty within the time period applicable to the limited warranty.
- A description of the problem and/or a photograph/sample that clearly shows the warranty problem must be presented to us.

**IMPORTANT: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION.**

**WE ARE NOT RESPONSIBLE FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.**

### **WARRANTY EXCLUSIONS**

- Structural damage that results from products installed in uncontrolled environments. Extreme moisture conditions specifically dry environments can damage the structural integrity of the flooring. Carefully read our Installation Guidelines for a complete list of Acceptable Jobsite Conditions.
- Wood expands and contracts according to variations in humidity and temperature conditions (seasons). Even if flooring is properly installed, narrow gaps and slight distortions can occur. These natural occurrences are excluded from the present warranty.
- Indentations, scratches, defects or damages caused by the failure to follow all of the manufacturer's installation procedures, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product. Responsibility for inspection and approval of wood floors falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the product.
- Labor costs associated with the repair or replacement of visually defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is properly inspected for moisture

conditions according to the NWFA guidelines. The guidelines should also be consulted for installation over radiant heat floors.

- Damages caused by the use of oil soaps, liquid or paste wax products or other household cleaners that are not recommended maintenance products.
  - Non-factory applied finishing including, but not limited to refinishing.
  - Indentations, scratches, defects or damages caused by negligence, water, insects, pets, spiked or damaged heel shoes, vacuums with beater bar heads, furniture, appliances, casters, falling or dropped objects or construction traffic.
  - Indentations, scratches, defects or damages caused by neglect or abuse including, but not limited to, failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects or sustaining heavy traffic.
  - Damages and defects caused by man-made or natural disasters including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.
- No warranties apply to any product or products designated as off-goods or goods sold "as is".
- Defects in flooring that does not exceed the waste factor.
  - Special, Indirect or Consequential Damages, losses damages or expenses relating to anything other than the floor itself. Ex: personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc.
  - Costs relating to the removal of defective flooring or installation of replacement flooring.
  - Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.
  - Reduction/changes in gloss, scratches or indentation due to sand or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required
  - Changes in color due to exposure to sunlight and age.
  - Color, shade or texture variations between samples or replacement flooring and the actual material.

- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than manufacturing defects of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Products designated "off-goods" Such products are sold "AS IS."
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Non-traditional installation: intricate patterns, installations on walls or ceilings and usages for purposes other than flooring (like furniture or countertops) void this warranty.

## HOW TO MAKE A CLAIM

Any claim under this limited warranty shall be made by contacting your retailer within thirty (30) days after the defect is detected, with proof of purchase along with a copy of installation instructions and warranty included with the product. To file a claim, first contact the retailer where the original purchase was made. If the retailer is unable to satisfy the claim, they will place you in touch with our offices. Please include your contact information, the date of purchase, name of retailer and installer and the sales invoice or receipt. Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. We reserve the right to have a designated representative inspect the floors and remove samples for technical analysis.

## NOTES:

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement PRIOR TO INSTALLATION. Installation implies acceptance.

## CARE&MAINTENANCE GUIDE

**\*Failure to follow these care and maintenance guides will void the product warranties as to any condition or defect that may have been avoided.**

Your hardwood floors are factory finished with a durable finish, but the consumer must follow some simple care and maintenance procedures to keep the

floor looking its best and help to protect it from unnecessary wear and damage.

- 1- Sweep or vacuum the floor (with an appropriate broom or vacuum attachment) regularly to keep it clean and free of dirt oil, dust ,grit ,sand and other abrasive and foreign materials.
- 2- Place area rugs or doormats at entryways to help prevent sand, grit oils, dirt and other abrasive or staining materials from being tracked onto the floor surface from outdoors. Avoid rubber-backed or similarly dense matting materials that may trap moisture between the mat and floor; choose mats that enable airflow instead and do not discolor the floor.
- 3- Place protective mats at high-use work areas such as sinks, ranges and workstations.
- 4- Protect the floor from any exposure to liquids, water and other forms of moisture .Blot up any spilled food, drink, or other liquid immediately.
- 5- Never wet mop the floor when cleaning. The floor finish is not waterproofing.
- 6- Avoid walking on the floor with wet feet or footwear.
- 7- Use a damp-not wet-and clean cloth to wipe up spills or spots as soon as they happen. If such cleaning does not remove the stain, then contact flooring professional to determine if and how such stain may be treated.
- 8- Hardwood flooring will naturally undergo a change in color as it adjusts to the ambient light conditions of your home environment. The degree of color change varies by species. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help ensure that your flooring colors evenly.
- 9- Install felt pads on the feet of all furniture and accessories that will be places directly onto the floor surface
- 10- Avoid letting sharp or pointed objects come into contact with the floor surface. Do not walk on the floor with high-heeled shoes, sports cleats, or other types of footwear, which may damage the finish or cause indentations to the surface
- 11- Pet's nails will scratch and mark the floor surface. Keep pets' nails trimmed to minimize damage to the surface.
- 12- Do not drag, push or roll appliances, furniture or any heavy object across the floor. Use heavy-duty moving mats, dollies or other moving aids to protect the floor surface.

## CLEANING

Routine sweeping or vacuuming will keep the floor clear of most dust, grit and debris.

For more thorough cleaning, use a wood floor cleaning solution approved for use with your Hardwood Flooring (available at your dealer). Follow the product instructions

Never use any detergent, soap, steel wool, scouring pad or the like, or any other abrasive or ammoniated cleaner.