

Style Selections Locking Wood Flooring 25-Year Residential Finish Warranty

MODEL #ESS321, ESS340, ESS541, ESS542, ESS543LG, ESS544LG, ESS545LG,
ESSH541, ESSM540 and ESSM541

The manufacturer guarantees to the original purchaser that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor. In addition for 25 years from the date of purchase, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with the recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

To be covered under the warranty you need to retain your sales slip and make sure that the flooring is properly installed in accordance with the installation instructions provided with the flooring. You must also properly care for your new floor using our easy-to-follow maintenance instructions within this brochure. It is recommended you use only the specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those specially formulated and recommend for use with our flooring products may damage your floor and void this warranty.

If any of the covered events listed in this guide occurs within 25 years from the date of purchase, the manufacturer will 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 that the manufacturer is unable to correct the problem after a reasonable number of attempts, the manufacturer will refund the portion of the purchase price for the section of failed flooring. This warranty does not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture.

What Is Not Covered By These Warranties?

The limited warranty does not cover conditions caused by improper use or maintenance.

- Splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity).
- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Changes in color due to aging, excessive moisture, exposure to sunlight or ultraviolet rays (which may cause oxidation of finish/stain).
- Color, shade, or texture variations between samples, printed color photography 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 joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises including, but not limited to, squeaks, popping, etc.

- A product deformity that is not measureable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties.
- Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from plank to plank.
- Natural expansion and contraction resulting in separation between planks or damage caused by low or excessive humidity.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

What Should You Do If You Have A Problem?

We want you to be happy with your floor purchase. If you are not, call your retail store. They can answer your questions and if necessary start to process a claim.