

## WARRANTY PROGRAM

We are pleased to offer the following warranty program on our prefinished flooring products as outlined below. The warranty programs apply only when the required installation and maintenance procedures are followed. The programs assume that proper relative humidity and temperature conditions are maintained within your home as set forth in the manufacturer's installation guidelines and the Normal Environmental Conditions.

Our **Residential Warranty Programs** require that products must meet all established industrial quality standards specified for each product category. Residential Warranty Programs are non-transferable and extend only to the original purchaser(s) of the prefinished hardwood floor. These programs are limited to residential applications only; commercial and industrial applications will not be covered. Claims for surface wear must be as a direct result of surface wear and readily visible, covering at least one full square inch of surface area. Gloss reduction is not considered surface wear. All natural wood have variations in color and wood grain. Wood flooring will naturally change color after being exposed to UV radiation, including sunlight. Such color variations will not be covered by the Limited Residential Finish Warranties. Use of floor care products other than those specially formulated for our prefinished flooring may damage the flooring and void the warranty.

### **35 YEAR LIMITED RESIDENTIAL FINISH WARRANTY**

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

The 35 Year Limited Residential warrants, to the original purchaser, which the surface finish will NOT wear through for thirty-five (35) years from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed in accordance with our recommended maintenance procedures. This finish warranty excludes any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other 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.

### **LIMITED LIFETIME STRUCTURAL WARRANTY**

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

The Limited Lifetime warrants, to the original purchaser, 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, (see: Proper humidity conditions in installation instructions), 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 should 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, our company 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, return the boards to the company for replacement. Damages due to improper transportation, storage, installation, extreme indoor conditions (e.g. extreme heat, dryness, and/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, may cause damage to the flooring. It is natural, due to the inherent properties of wood that minor contractions and expansions may occur. These occurrences, and/or visual changes of the hardwood floor, will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions.