



FLEXCO TWO-YEAR LIMITED WARRANTY FOR RESIDENTIAL USE

Flexco warrants to its original purchaser that the “Product”, described as hardwood flooring transitions, moldings, hardwood stair treads and risers, to be free of defects in materials and workmanship for a period of two years. Flexco also warrants that its custom factory-applied finish will not chip, peel or prematurely wear from normal use, outside of normal tolerances, for a period of two years.

All warranties, whether expressed or implied, are contingent on the following requirements:

- **All Guidelines Must Be Reviewed.** Installation and product preparation must be performed in accordance with all published specifications, installation instructions, and other relevant technical information regarding the Product (“Guidelines”).
- **Proof of purchase.**

WARRANTY EXCLUSIONS. This warranty does not apply or cover any of the following:

- Product installed with visible, obvious and known manufacturing or finish defects.
- Improperly installed Product or Product not installed within 12 months.
- Minor warping that can be corrected with proper installation.
- Variation within the Product due to the natural characteristics of wood such as grain, small knots, mineral streaking, sap amounts, etc., and normal shading differences between flooring and the Product.
- Damage or discoloration caused by improper or incompatible cleaning or finish products. Use of the flooring manufacturer’s supported cleaning products is required. Use only normal nonabrasive cleaning and light damp mopping techniques to preserve the finish coating. No solvent or oil-based cleaners should be used on the Product.
- Discoloration caused by direct and/or indirect UV light exposure or chemicals.
- Product color shifts in existing warehouse inventory.
- Damage to the Product caused by not applying a clear sealant (designed to penetrate and seal bare wood) to all wood surfaces cut during the installation process, and to nail or screw holes.
- Damage caused from tools or finish coat peeling or discoloration caused by not utilizing delicate surface painters’ tape. Do not leave the tape on for an extended period of time.
- Product that has been damaged by negligence or accident, such as excessive moisture, burns, flooding, fires, etc.
- Damage caused by insects or pets.
- Product that has been damaged by circumstances beyond the reasonable control of Flexco.
- Labor expenses to install or reinstall the replacement Product.

UNDER THE TERMS OF THIS LIMITED WARRANTY, FLEXCO WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. THIS WARRANTY IS NON-TRANSFERABLE.

WARRANTY CLAIMS. If, within the warranty period, the original purchaser discovers any problems or defects in the Product that may be covered by this limited warranty, they must notify Flexco’s customer service department and complete a Defective Material Report. No claims will be accepted without prior authorization from Flexco. If Flexco determines that the Product is covered by this Limited Warranty, then Flexco shall repair or replace the nonconforming Product or refund the purchase price paid for the defective Product.