

STANDARD HARDWOOD FLOORING WARRANTY

LIMITED WARRANTY

(Residential)

Manufacturer extends the following limited warranty features to our customers. As you enjoy the beauty of your new hardwood floor, please remember that each piece is a product of nature. Each piece of Hardwood flooring will be different from every other piece, and will carry the individual character of nature itself. No two pieces will be exactly the same.

This warranty is extended only to the original retail purchaser of the floor (for residential use only), for as long as you own your home. The warranty is not transferable.

Pre Installation Notice: If any defect is visible at the time of installation, it is the responsibility of the installer to NOT install that piece. Always allow 5% extra for cutting allowance.

LIMITED WEAR LAYER RESIDENTIAL WARRANTY

The wear layer finish carries a 25 year wear-through warranty from the date of purchase when used in your residence. It is important to keep the floor free of dirt, dust and other abrasives that can cause excessive wear. **Note: *This warranty does not apply to scratching or loss of gloss that can affect any urethane finished hardwood floor as a result of normal traffic.***

LIMITED LIFETIME STRUCTURE WARRANTY

YOUR NEW FLOOR IS WARRANTED FOR A LIFETIME against manufacturing defects, as long as you own your home. If the structure of your floor should fail due to manufacturing defects, we will replace the defective product.

IF YOU HAVE A PROBELM

In the unlikely event that you have a problem with the floor, please contact the manufacturer Customer Service at 888-857-3783, or write to their service center at:

Customer Service
505 Buffalo Run Road, Suite 106
Shepherdsville, KY 40165, USA
E-mail : customerservice@quickresponse.info

If the problem is caused by a manufacturing defect, the Manufacturer will repair or replace the damaged piece(s) according to accepted industry standards, at their option.

Please provide a proof of purchase with date for claims to be processed.

Manufacturer reserves the right in all cases to make an inspection of the installation, and may require samples to be removed from the floor before processing a claim.

EXCLUSIONS

Hardwood Flooring is a product of nature. Naturally occurring variations and character are not considered manufacturing defects. Flooring pieces that are obviously damaged or otherwise unsuitable should not be installed. Hardwood Flooring is always susceptible to normal color change due to the sun's ultraviolet rays. Sun fade is not a manufacturing defect. We do not warrant any installation. Manufacturer does not warrant any product that are sold as "bargain", "cabin" seconds or non-standard products. The Manufacturer fully supports its product. In the event of a problem, each situation will be appraised on an individual basis to ensure full customer satisfaction. For surface wear to be covered, it must be very visible and cover at least 10% of the surface. The Manufacturer's obligations under this limited warranty is solely limited to repairing, refinishing or replacing defective strips in excess of the 5% industry standard ratio, at it's discretion and excluding direct and indirect cost such as labor, tax on labor, shipping, tax on shipping and storage prior to installation. In rare cases, we may deem, at our discretion, that labor should be reimbursed. If so, labor will be provided based on a national rate and have to meet the following criteria:

- *Proper installation procedures followed.
- *Defects were not visible prior to installation.
- *Proper humidity and temperature in residence
- *Proper care and maintenance.

A strip, once installed, is considered accepted by the installer and/or buyer. In the event the strip's quality is doubtful, or visible imperfections that cannot be remedied, the strip must not be installed or should be installed in a less visible space such as a closet.

This writing is the complete and exclusive statement of limited warranty provided herein to the Buyer, is an exclusive remedy, and is in lieu of all other express and implied statutory or other warranties of any nature or kind, including without limitation, any warranty as to merchantable quality, fitness for a particular purpose, durability, suitability or condition or any other warranty arising by statute, course of dealing or other wise. There are no implied warranties extending beyond the terms of this warranty. Manufacturer isn't responsible for damage resulting from the use of the product other than liability as described in this limited warranty and only in the event that the Buyer has expressly respected all terms, conditions and

obligations of the limited warranty. In no event shall the Manufacturer, and its suppliers be responsible for any direct, indirect, punitive, economic, commercial consequential, incidental or special loss or damage or any claim by a third party, resulting from the use or loss of use of the product.

WHAT IS NOT COVERED BY THESE WARRANTIES?

- Wood flooring installed in bathrooms.
- Damage caused by fire, flooding and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater or hard cleaner heads.
- Damage caused by appliances, furniture and casters.
- Damage caused by cutting from sharp objects.
- Reduction in gloss, scratches, or indentations due to sand pebbles or other abrasives, pets' insects, construction traffic, or failure to maintain floor as required.
- Color shade or texture variations between samples printed color photography or replacement flooring and the actual material.
- Deficiencies related to sub floor, floor joist assemblies, sub floor preparation materials.
- Noises, squeaks, etc. associated with anything other than the mismanufacturing of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and normal aging of the wood.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as thrift antique tavern, bargain, cabin grade or seconds.
- Floors that are installed in other than owner occupied residences.
- Commercial installation or industrial installation. This product is for residential use only.
- Construction or installation related damage.
- Floors damaged or adhesive breakdown caused by sub floor moisture or water damage including without limitation broken or leaking water pipes, flooding, wet mopping spills or weather conditions.
- Installation defects, including installations made in violation of applicable state or local housing or building codes contrary to written instructions furnished with the product.
- This warranty does not cover indentations; scratches, including but not limited to those caused by pets, tools, heels and/or toys.
- Defects not visible from a standing position.
- Solid wood floors installed directly on concrete.
- Engineered wood floors over concrete that are not properly installed according to Manufacturer's product appropriate installation instructions.

Please refer all questions about this warranty to:

***Customer Service
505 Buffalo Run Road, Suite 106
Shephersville, KY 40165
1-888-857-3783***

***Email : customerservice@quickresponse.info
www.noblehousefloors.com***