5 Year Commercial Hardwood Limited Warranty

Limited Warranties

The warranties described herein are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The limited warranties cover only approved product applications as recommended by the manufacturer.

Limited Lifetime Structural Integrity Warranty

The manufacturer warrants its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension. Structural Integrity means that products will remain free from defects in lamination, assembly, milling, dimension for the provided warranty period. Hardwood flooring, being a natural product, will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If such separations occur, they are not covered by this limited warranty.

Limited Finish Surface Warranty

These warranties exclude any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand, other abrasives or insufficient protection from furniture. Using manufacturer's current recommended floor care products and floor protection products will allow you to maintain your floor's endless, rich beauty. Use of floor care products other than those especially formulated for use on manufacturer's flooring, may damage your floor and void the limited warranty. Only cleaning products from Basic Coatings or Bona are recommended.

5 Year Commercial Limited Flooring Finish Warranty

Products are warranted to the original owner/purchaser that the finish will not wear through or separate from the wood floor from the date of purchase through the limited warranty period, when used under normal commercial traffic conditions.

5 Year Commercial Limited Warranty Protection Means

If in the unlikely event any portion of your floor should fail with respect to the provisions of these limited warranties. The manufacturer, at its sole option, to the original purchaser, will

repair, refinish or replace such portion, at no cost to you, with the same product or another product of equal value. In the unlikely event the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the retailer where the original purchase was made. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first 3 years of the warranty period, or the length of the warranty period, whichever is less based on the following schedule.
First year of warranty period: labor reimbursed at 100% of reasonable and customary charges.
Two to three years of warranty period: labor reimbursed at 50% of reasonable and customary charges. No labor reimbursement after 3 years of usage.
These limited warranties do 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 painting, cleaning, plumbing, relocation, loss of use during the repair process such as moving and storage of furniture.

Claims must also be filed within the limited warranty coverage period, and information verifying date of purchase will be required. Claims must be filed within 30 days of developing issue, failure to do so may cause additional damage to the flooring which would not be covered under terms of the warranty. The manufacturer reserves the right to have a designated NWFA Certified Flooring Inspector inspect the floor and remove samples for technical analysis.

Limited Warranty Disclaimers and Exclusions

This limited warranty does not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat or excessive dryness, erosion, pebbles, sand, or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, color variations, naturally occurring wood characteristics, failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection misuse, or improper alterations of the original manufactured product. The limited warranty does not cover natural expansion and contraction resulting in separation between boards, or damage caused by low or excessive humidity.

Color variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.

Due to color variations of products and/or samples, the manufacturer is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trims, and moldings. Gloss reduction is not considered surface wear. Wood characteristics naturally occurring such as variations in grain, color, mineral streaks and knots are not considered defects. The manufacturer's limited warranty is not transferable. No installer, retailer, distributor or agent or employee of the manufacturer may alter the obligations or limitations

of the limited warranty. No limited warranties apply to any product or products designated as thrift, antique, tavern, bargain or cabin grades, seconds, economy grade, or non-standard items. Any product or products so designated are sold "as is". The sole remedy provided herein is the repair, refinish or replacement of defective products, or refund for defective products.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. THE MANUFACTURER EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS LIMITED WARRANTY.