

# PRODUCT WARRANTY

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### RESIDENTIAL WARRANTY:

- Applicable products will be free from manufacturing defects for as long as you own your home. Manufacturing defects are improper milling, laminating, grading or assembling only.

### FINISH WARRANTY:

- We warrant that under normal residential conditions and with proper maintenance, our finish will not wear through within the given period. Gloss reduction is not considered wear through. Therefore it is not covered under the finish warranty. Finish wear through is defined as 100% of finished removal over at least 3% of the total flooring installation.

### REFINISHING WARRANTY:

- Our prefinished engineered products can be sanded and refinished one time when performed correctly by a professional floor refinisher. Please note: Sanding will alter hand-scraped or distressed appearance. Color will remain on the edges of beveled-edge products.

### RADIANT HEAT WARRANTY:

- In-floor radiant heating systems can significantly alter product performance. Only engineered type construction Oak, American Cherry and Walnut can be used over these heating systems. If any other product is used, all warranties are voided.

### REGARDING ALL WARRANTY COVERAGES:

- It is critical that all installations are done in compliance with the procedures outlined in installation instructions. Failure to install in accordance with the instructions will void all warranties. Our sole obligation and liability, under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, at no cost to the original purchaser OR to issue a refund of the purchase price, in our sole discretion.
- Only Floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only.
- **No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless.** If before installation you discover any flooring that has obvious defects please contact us immediately and replacement flooring will be provided at no cost.
- Not intended for full bath application.

### EXCLUSIONS

- We do not warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- Distressed/scraped/wirebrushed products are random applications. These processes leave no two boards alike.
- In order to maintain the recommended relative humidity (35-55%) inside the home, installation of a humidifier or dehumidifier may be necessary.
- The floor is designed to perform in an environmentally controlled structure.
- Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc., are normal characteristics and are not construed as defects.
- Nature's trademarks leave no two pieces of wood the same and color or other variations can occur. Vintage floors may contain naturally occurring light and dark wood color/grain variation.
- We do not warrant against natural variations, nor the normal minor differences between color samples and the color of the installed floors.
- Only approved cleaning and maintenance products are appropriate for use on our products. Use of non-approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties DO NOT USE liquid or paste wax, oil soaps, or any other cleaners that contain silicon, lemon oil, tung oil, acrylics or ammonia. Furthermore, avoid 'home recipes' found on the internet or other sources. These products and techniques can cause your floors to become slippery, or cloud and dull the finish. Use of these and similar products can harm the performance of your floor and may also affect its re-coat ability. For a current list of approved products please call 1-800-258-5758.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, high heels, grit, scratches, dents, excessive heat or excessive dryness.
- Gloss reduction is not considered wear-through. Therefore it is not covered under the finish warranty.
- The warranty does not cover color changes to any products which result from UV exposure or artificial light.
- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- This warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement

(or a refund of your purchase price) of flooring material are the sole remedies.

- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- All warranties are limited to the original purchaser.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wet-mopping is excluded.
- The use of putties during and after the installation of wood flooring is considered normal and is not cause for a claim against this warranty.
- **THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, NO OTHER WARRANTIES EXPRESSED OR IMPLIED BY OPERATION OF LAW OR OTHERWISE MADE, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**
- No installer, retailer, distributor, agent or employee has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.
- Original proof of purchase (dated itemized sales receipt or customer agreement) is required to file a claim. No claim will be reviewed without this information.
- Sample and photos may be required to process claim.
- If you need to file a claim under this warranty, first contact your retailer, or write to us at Technical Services, 2225 Eddie Williams Road, Johnson City, TN 37601-2872.
- Any and all disputes arising out of the purchase of products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived.
- *Note:* Please read installation instructions fully prior to installing.

