



LIGHT COMMERCIAL WARRANTY

Click and Engineered WOOD Flooring

Examples of allowable Light Commercial Spaces when installed per the Heritage Mill Installation Instructions

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|--------------------------------|-----------------------------------|----------------------|---------------------------|-----------------|
| • Dining (excluding Wet Areas) | • Nursing Home Common Areas | • Interior Entryways | • Office Conference Rooms | • Classrooms |
| • Doctor/Dental Offices | • Lounge (excluding Service Area) | • Elevators | • Hospitality Rooms | • Vending Areas |

- The Manufacturer warrants the finish on approved Light Commercial Products for a period of three (3) years from date of purchase providing proper installation, care and maintenance are provided as defined by the Heritage Mill Commercial Maintenance Program and Installation Instructions. This warranty applies to the original purchaser only.
- Finish is warranted not to wear through from light commercial traffic for a period of 3 years. Gloss reduction is not considered wear through; therefore it is not covered under this warranty.

STRUCTURAL WARRANTY :

- 10 years from date of purchase. All commercially rated products are warranted not to separate due to internal glue bond failure only. Cupping, warping, buckling, etc. are not covered under this warranty. Product exposed to adverse conditions or relative humidity levels outside of recommended range of 35-55% will void this warranty.

REFINISHING WARRANTY :

- Heritage Mill warrants that all commercially rated products can be sanded and refinished (1) time when performed correctly by a professional floor refinisher. (Note: On surface textured products, sanding will alter distressed appearance. On beveled edged products stain will remain on the beveled sides and ends.)

REGARDING ALL WARRANTY COVERAGE OVERAGE :

- It is critical that all installation is done in compliance with the procedures outlined in the installation instructions. Failure to install in accordance with the instructions will void all warranties.
- 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 manufacturer immediately and replacement flooring will be provided at no cost.
- Heritage Mill has extensively tested our adhesive and determined the proper use of this adhesive will result in a successful installation. Wood flooring manufactured by Heritage Mill but installed with an adhesive other than an approved adhesive may result in a failed installation. For this reason, only approved adhesives are included in this warranty coverage. For a current list of approved adhesives please call our Technical Services department at 1-800-258-5758.

EXCLUSIONS:

- Heritage Mill cannot warrant a color match of our products to other wood products including but not limited to stairs, stair railings, cabinets, trim, molding, etc.
- In order to maintain the recommended relative humidity (35%-55%) inside the area of application, installation of a humidifier or dehumidifier may be necessary. Hardwood floors are designed to perform in an environmentally controlled structure.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, or dents.
- The warranty does not cover finish wear created by excessive furniture movement i.e., chairs.
- 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 or artificial light. Certain species are especially susceptible and may darken or lighten due to UV or artificial light exposure.
- 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.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc., are normal characteristics and are not defects. Nature leaves no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, or the normal minor differences between color samples and the color of 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. For a current list of approved products please call 1-800-258-5758.
- This warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish, or replacement 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 and apply only to products listed in this brochure.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe or wet mopping is excluded.
- The use of putties during and after installation of hardwood 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 EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL MANUFACTURER 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.
- If you need to file a claim under this warranty, first contact your Heritage Mill Retailer, or write us at: Technical Services Department • 2225 Eddie Williams Rd • Johnson City, TN. • 37601
- Any and all disputes arising out of the purchase of Heritage Mill 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.

Only Oak, Birch, Maple and Hickory CLICK AND ENGINEERED products are approved for Light Commercial Application. SOLID products do not carry a Light Commercial warranty.

FOR QUESTIONS IN REGARDS TO THIS COMMERCIAL WARRANTY PLEASE CONTACT YOUR TECHNICAL SERVICE DEPARTMENT AT 1-800-258-5758