



PREMIUM HARDWOOD FLOORING

Limited 50 Year Residential Warranty

Lifetime Structural Warranty

The manufacturer warrants to the original purchaser in the original installation that our product is free from manufacturing defects; if it is installed and maintained according to the manufacturer's instructions of installation and maintenance.

Limited Finish Warranty

The manufacturer warrants to the original purchaser in the original installation that the surface wear layer will not wear through to the raw board, or separate or peel away from the raw board for a specified period due to a manufacturing defect; when properly installed and maintained as further detailed in the warranty from the date of purchase when used in a residential application.

Proper control of the residential environment according to the manufacturer's specific instructions of installation, maintenance and moisture conditions must be observed and maintained, for the warranty to be valid. Damage due to installation, transportation, improper use, storage, handling, maintenance or any other cause is not warranted and evidence of damage due to any of the above will invalidate this limited warranty. Diminished gloss, scratches, and indentations are not warranted.

Pre-inspection Requirements

Prior to installation, the owner/installer must inspect all material to ensure that there are no visible defects and that all materials match the order. The owner/installer assumes sole responsibility for product inspection and acceptance of quality. Boards with visible defects should not be installed and will not be covered by the warranty.

Because hardwood and bamboo is a natural material, variations in color and grain will naturally occur. The manufacturer's warranty does not cover variations in color or variations between the samples and the installed floor. The limited warranty does not cover labor costs to repair or replace incorrect, damaged or visibly defective material. Do not install any questionable product.

The manufacturer makes no warranty or guarantee of the quality of the installer/owner's work or of a particular installation performed by them. The manufacturer disclaims all liability for any errors or improprieties in the installation of its products by an installer/owner.

It is the sole responsibility of the installer/owner to ensure that site conditions are acceptable for the installation of the flooring. The manufacturer declines any responsibility or material failure resulting from or connected with site conditions, maintenance or installation methods.

This limited warranty is subject to the following;

- This limited warranty is not transferable and is valid only to the original purchaser at the original installation site.
- The floor must be installed in indoor areas in accordance to the manufacturer's instructions, and the manufacturer requires written verification that the concrete or wooden subfloor was inspected and confirmed to the manufacturer's installation specifications.
- Relative air humidity must be in the range of 35%-55% with a room temperature range from 60° - 80° F. Should the relative air humidity go below 35%, small cracks, checking, and/or cupping may occur and is not warranted.

Exclusions of Warranty

This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, dryness or water saturation, accidents, abuse, misuse, stains, scratches or other damage caused by animals, failure to follow all manufacturer's specific written instructions, insufficient protection, improper or unauthorized alterations or repairs to the original manufactured product and or any damage caused by any footwear.

For greater certainty the following will void the manufacturer's warranty;

Visible Defects - Visible defects are defects which are evident on the face of the flooring. Boards with visible defects must be noted by the installer/owner and reported prior to installation so that replacement flooring can be supplied before installation. Boards with visible defects must not be installed. Variations in grain, pattern, color and/or texture are common and are not considered defects; therefore no warranty shall apply.



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Building Settling or Uneven Subfloor - Building settling or uneven subfloors are considered to be part of the pre-installation inspection process. Do not install the floor if these situations exist. The manufacturer's limited warranties do not cover damage or defects caused by settling or uneven subfloors.

Improper Installation – The floors must be installed in strict accordance with the manufacturer's written installation instructions. Improper installation which does not follow the manufacturer's written installation instructions may cause problematic issues with the floor. The manufacturer's limited warranties do not cover damage or defects caused by improper installation.

Improper Maintenance or Inadequate Care – The floors require maintenance and precautions that must be followed. Floors must be maintained and cared for in accordance with the manufacturer's written instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care.

Refinishing - While the factory finish of the floors may be refinished, doing so will void the Finish warranty.

Accidents, Abuse or Abnormal Wear - The manufacturer does not warrant for damage or defects resulting from accidents, abuses, or abnormal usage which stain or scratch the finish, diminish gloss, or indent the surface of the floor. The manufacturer's limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect the floor from sand, gravel or other abrasives by use of walk off mats.

Indentations from Shoes - The manufacturer's limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, or golf cleats.

Problems with Moisture or Dryness - The manufacturer's limited warranties do not cover damage or defects caused by wetting or the presence of excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not covered by this warranty. Floors installed in wet rooms , bathrooms, laundry rooms and over radiant heat subfloors will not be covered by warranty.

Excessive Lighting - The manufacturer's limited warranties do not cover damage or defects, including, but not limited to, color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Window treatments will usually provide adequate protection against excessive sunlight or intense lighting. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement floors may not match display samples and/or existing flooring.

Difference from Samples - The manufacturer's limited warranties does not cover the differences that can be seen between color samples and color of installed floors. Please approve the color of the actual floor prior to installation.

Radiant Heating - Solid floors may NOT be installed over radiant heating systems.

Transferability - These warranties apply only to the original Buyer and to the floor in its original installation. These warranties are not transferable.

Seasonal Changes - The manufacturer is not responsible for improper installation. Seasonal changes may bring ups and downs in indoor relative humidity and temperature outside of 35-55% RH and 60-80 F, this may naturally cause gapping or cupping in your floor; this is not a defect.

Your Obligation to the Manufacturer - As the buyer of the floor, you agree to follow all installation, care and maintenance directions as related to the floors. You also agree to allow the manufacturer or its agents an opportunity to repair any claimed defects. The manufacturer or its agents must be given the opportunity to inspect the flooring installation prior to any removal or repair that will be submitted for warranty coverage. The original proof of purchase must be supplied along with a warranty claim submission.

This limited warranty follows industry standards that allows for a 5% defect allowance in manufacturing defects and grading as it applies to the structural warranty and visible defects.

Limitations of Liability



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In the unlikely event that your floor fails, according to the provisions of the warranty; the manufacturer or its agents sole liability on any claim whether in tort, contract or breach of warranty shall be limited at the manufacturer's sole option to either repair or replace the defective product (material only), in the affected area or refund the applicable purchase price.

THE MANUFACTURER HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL THE MANUFACTURER OR ITS AGENTS HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF THE FLOORING. THE MANUFACTURER EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

If the manufacturer shall elect to repair or replace the floor which has proven defective, then the manufacturer will supply a new floor of the same color and grade, if available. If such floor is unavailable or discontinued, the manufacturer reserves the right to supply a product of similar value and appearance.

All claims must be made in writing within thirty (30) days after the defect has been detected and mailed to the place of purchase. Any party that commits to floor repair/replacement without the consent of the manufacturer will be responsible for the cost of the repair or replacement. Any unauthorized floor replacement or repair does not place any burden on the manufacturer. All settlements will be accompanied by a waiver signed by all parties involved.