



Engineered and Solid Hardwood Flooring Warranty Guideline

1. General Warranty Provisions:

- This warranty applies only to the original purchaser of our engineered and solid hardwood flooring products. It is non-transferable.
- The warranty guarantees the product to be free from manufacturing defects, such as improper milling, assembly, grading, or lamination.

2. Pre-Installation Warranty:

- Prior to installation, pieces with visible defects must be inspected. These pieces will be replaced at no cost to the consumer if they are not installed. Defects covered include improper milling, grading, staining, and finish.
- Wood, as a natural material, possesses distinct features and its appearance can vary across different boards. It is important to note that replacements will not be provided due to such inherent variations.

3. Installation Warranty:

- Both engineered and solid hardwood flooring must be installed strictly following the National Wood Flooring Association (NWFA) installation guidelines. Failure to adhere to these guidelines will void the warranty.
- An NWFA certified professional installer should perform the installation to maintain warranty coverage.
- This warranty will be voided if the subfloor moisture content was not correctly tested and recorded prior to installation, or if the relative humidity levels were not maintained within the manufacturer's recommended range post-installation.

4. Finish Warranty:

- Both engineered and solid hardwood products are warranted against wear-through of the finish for a period of 50 years for residential use, and 5 years for light commercial use, assuming normal traffic conditions.
- This warranty does not cover gloss reduction and scratches caused by insufficient maintenance or misuse.

5. Structural Integrity Warranty:

- We provide a lifetime guarantee that our engineered and solid hardwood floors will not delaminate when properly installed and maintained according to the NWFA standards and our guidelines.

6. Labor Cost Coverage:

- This warranty covers reasonable labor costs for the repair or replacement of any defective product, provided the product was installed by an NWFA certified professional and the defect is covered under this warranty.

7. Exclusions:

- Damage caused by improper maintenance or cleaning, misuse such as use of steam cleaners or excessive water, exposure to extreme heat or cold, failure to control humidity levels within the premises, or inadequate ventilation are not covered.
- Damage caused by natural disasters such as water, flooding, fire, or excessive moisture, and by insects, pets, or high-heeled shoes are not covered.
- The warranty does not cover normal wear and tear or damage resulting from accidents, abuse, negligence, or subfloor issues that were not properly addressed before installation.
- Incidental or consequential damages, including but not limited to, loss of use, inconvenience, or loss of time, are excluded from this warranty.
- The warranty does not cover damage or defects caused by the application of any treatment or alteration to the product's surface such as varnishing, sanding, urethane, coat dressing, or refinishing.

8. Remedies:

- In case of a warranty claim, we reserve the right to repair the defective planks, furnish replacement planks, or refund the purchase price at our discretion.
- If a replacement is chosen, only new planks from the current product range at the time the complaint is upheld will be supplied by the distributor or manufacturer.
- Liability Limitation:
- Our liability under this warranty shall in no event exceed the total price paid for the defective product and shall not include any installation/removal cost, consequential, or incidental damages, beyond the coverage of reasonable labor costs as outlined above.
- Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. You may also have other rights that vary from state to state or country to country.

Warranty issues must go through the original dealer. Please retain your receipt as proof of purchase.