

## Aurora Hardwood Manufacturer Warranty

### Limited Warranty

Aurora Hardwood ("Manufacturer") hereby provides this Limited Manufacturer Warranty ("Warranty") for its hardwood flooring products. This Warranty becomes effective upon the purchase of our hardwood flooring products and applies exclusively to the original end-use purchaser. To qualify for coverage under this Warranty, the flooring must be installed following the specified installation guidelines and properly maintained in accordance with the floor care and maintenance recommendations throughout the original installation.

### Limited Warranty Terms:

1. Within One Year: Any defects in our hardwood flooring products covered by this Warranty must be reported in writing within one year of purchase. Aurora Hardwood, at its discretion, will cover reasonable costs to repair or, if feasible, replace the affected area. We will also cover reasonable freight and labor costs. Any additional expenses incurred will be the responsibility of the customer.
2. After Year One - Up to Year Five: Defects reported in writing after one year but within five years of purchase will be subject to Aurora Hardwood's evaluation. We may cover reasonable costs for repair or replacement of the affected area and pay 50% of reasonable labor costs. Any additional costs incurred will be the customer's responsibility.
3. After Year Five - Up to Year Ten: For defects reported in writing after five years but within ten years of purchase, Aurora Hardwood may provide the sufficient replacement amount of the product to repair the affected area. Labor costs are not included, and any additional expenses will be the customer's responsibility.
4. After Ten years: Defects reported in writing after ten years of purchase will be addressed by providing the sufficient replacement amount of the product to repair the defective area of the floor. Labor costs are not included, and any additional expenses will be the customer's responsibility.

### Eligibility Under Limited Warranties:

These limited warranties apply exclusively if you meet the following criteria:

- You are the original consumer purchaser of an Aurora Hardwood floor.
- You have paid in full for your hardwood floor.
- The hardwood floor is purchased for personal residential use, not for resale.
- These warranties are non-transferable and do not apply to nonresidential, rental, or commercial purchases or installations.

**Manufacturer Defects:** Aurora Hardwood warrants its first-quality engineered hardwood floors against defects in material and workmanship, including milling, assembly, dimension, and grading. We also guarantee that these engineered hardwood floors will not delaminate when correctly installed and maintained according to our guidelines.

In the event of delamination due to glue bond failure, we may choose to repair or replace the affected plank(s) at our discretion.

**Residential Finish Wear:** Aurora Hardwood's factory-applied finishes are designed for durability. We warrant that under normal residential conditions and proper maintenance, our finish will not wear through or peel off during the warranty period specified for the purchased product. This warranty extends only to defects covering at least 10% of the surface area of the installed flooring.

Gloss reduction, scratches, and dents in the finish are not considered surface wear and are not covered under this warranty.

### Warranty Disclaimers:

Aurora Hardwood floors are not warranted against squeaking, popping, or crackling. Some noise may occur with certain installation methods. Noise from any source is not warranted.

Natural variations in wood, such as color, tone, mineral streaks, knots, and grain variations, are inherent in all wood products and are not covered by these warranties. Gloss level variations between samples/models and installed flooring are also excluded from warranty coverage.

#### Warranty Process:

If you experience any problems with your Aurora Hardwood floor during the warranty period, please follow these steps:

1. Contact the authorized Aurora Hardwood Flooring dealer who sold the product within 30 days of detecting the issue.
2. Provide proof of purchase in the form of a sales receipt or other relevant documents.
3. Describe the problem in detail, include photographs, and submit a sample clearly illustrating the warranty problem.

#### Aurora Hardwood's Remedy Options:

Aurora Hardwood may choose to repair or replace defective planks if found to be covered under warranty. Our remedies are limited to these options.

#### Warranty Limitations:

These limited warranties exclude consequential and incidental damages, including but not limited to moldings, cabinets, built-in appliances, carpeting, drywall, wallpaper, paint, and relocation costs associated with any repair or replacement of the flooring.

Please note that specific state laws may vary, and some limitations or exclusions may not apply to you.

Note: This warranty is governed by and construed in accordance with the laws of the State of Georgia, and any applicable federal laws of the United States of America. Any disputes related to this warranty shall be resolved in the courts of Georgia.

Aurora Hardwood