



FULL RESIDENTIAL LIFETIME WARRANTY

Full Residential Lifetime Warranty

We are pleased to offer you the following Full Residential Lifetime Warranty, which covers all hardwood flooring products installed under proper humidity conditions while using recommended installation methods and maintaining with the prescribed care procedures. The Full Residential Lifetime Warranty is extended to the original purchaser(s) of the hardwood floors, for as long as they own their homes. It warrants only flooring (not installation methods) that are approved by manufacturer.

Manufacturer warrants you, the original purchaser of the hardwood floor, that your flooring will be free from defects of material or workmanship for as long as you own your home. That means your floor was graded, measured, milled, assembled and quality control inspected in our plant and that it was manufactured to our specifications and industry standards when we shipped it. Once it is installed properly in your house, it will stay that way for as long as you own your home.

Aluminum Oxide Finish

Manufacturer warrants that your Aluminum Oxide is a wear surface that will perform under normal residential conditions as long as you follow all the maintenance guidelines; see finish warranty's listed below: Depending on the product you purchase, the finish warranty is:
Residential Finish - 5, 10, 15 or 25 years.

Adhesive

Manufacturer warrants that when you properly install our glue down hardwood flooring product exclusively with the recommended wood flooring adhesive, using our installation procedures, it will maintain a bond for a lifetime. Proper installation procedures must include both pre-installations for subfloor moisture conditions (if the condition exists, special installation steps would be required) and use of prescribed installation methods. Adhesive breakdown caused by water from broken pipes and flooding or excessive subfloor moisture due to abnormal rain levels, is excluded from this warranty.

Attention: it is the installer/owner responsibility

Inspect ALL materials carefully BEFORE installation. Wood is a natural product containing natural characteristics such as variations in color, tone and graining. Some variation in color is to be expected in a natural wood floor. Even though our product goes through many inspections before it leaves the plant, it is the customer and installer's responsibility for final inspection prior to installation. The warranty DOES NOT cover materials with visible defects once they are installed. The manufacturer/retailer will not be responsible for claims arising from flooring that has a greater range of grain/color variation than found in the showroom display samples..

Information on Filing a Claim

To file a claim, you must first contact the company where your original purchase was made. Manufacturer reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed.

Warranty Exclusions

If your hardwood flooring develops indentations, scratches or damages which are caused by neglect, water, erosion, pebbles, sand, other abrasives, misuse, abuse, insufficient protection, insects, pets and spiked heel shoes, failure to follow written installation instructions, improper maintenance, not maintaining proper humidity conditions, improper alterations of the hardwood flooring, then any manufacturer warranty will no longer apply. Damage due to water saturation such as leaky faucet, broken pipe and wet mopping is excluded from manufacturers warranty. Maintaining proper humidity is necessary; please refer to the product installation instructions for suggested range.

If minor separations occur due to seasonal humidity changes, they are not covered by this warranty.

Manufacturer reserves the right to determine, with sole discretion, whether any item hereunder is defective or subject to exclusion noted hereby.

The Full Lifetime Warranty does not apply to any product or products designated or sold as "B" grade, cabin grades, seconds, closeout or nonstandard items so marked or designated. Any product or products so designated as sold "as is" and the manufacturer's Full Lifetime Warranty does not apply.

The above warranties are the complete and exclusive statement of manufacturer, and are expressly offered in lieu of all other express and/or statutory warranties including the implied warranties of merchantability and fitness for a particular purpose.

Manufacturer assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Manufacturer may repair, refinish or replace any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to manufacturer's optional inspection will void this warranty. No installer, retailer, agent or employee of manufacturer has the authority to increase or alter the obligations or limitations of this warranty.