

CFS Corporation Limited 25 Year Engineered Hardwood Flooring Warranty

Limited Warranty Coverage

CFS Corporation warrants the original purchaser of its Engineered Hardwood Flooring in North America to the following warranties:

25 Year Limited Residential Finish And Wear Warranty

Manufacturer warrants to the original purchaser that its finish surface layer will not wear through, peel off or delaminate for a period of Twenty-five (25) years from the date of purchase under normal and ordinary residential use.

5 Year Limited Commercial Finish And Wear Warranty

Manufacturer warrants to the original purchaser that its finish surface layer will not wear through, peel off or delaminate for a period of Five (5) years from the date of purchase under light commercial usage.

Full Lifetime Structural Integrity Warranty

Manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including milling, and grading (within the industry standard tolerance of 5%). The defects may be either natural flaws in the floor surface or of a manufacturing origin.

These warranties, which begin from the date of purchase, apply only to the products used in indoor, dry, residential applications and are valid only in North America. These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable. Hardwood Flooring, being a natural product, will continue to expand and contract during seasonal and temperate changes. Product when properly installed may experience slight separation (up to 1/32") between boards. If minor separation or seasonal cracks occur, they are not covered by this warranty. Product considered to be defective in excess of 5% of the total job should be returned by the person doing the installation to the dealer for inspection and possible replacement PRIOR TO INSTALLATION. Installation implies acceptance. No warranty will be offered for visible defect claims such as grade or color once the products are installed.

If The Engineered Flooring Should Fail To Meet The Terms Of The Warranty, Manufacturer At Its Option Will Either:

Supply replacement product or parts to repair or replace the defective product at the manufacturer's option. Refund the original purchase price of the defective product. **THIS WARRANTY IS EXCLUSIVE.** It covers the repair or replacement of defective materials only and does not cover labor costs. Installation of the replacement products will be at the original purchaser's expense. In the event that the style installed in the home is no longer available, the manufacturer will replace the affected floor with another style of equal value.

THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.

Conditions

Manufacturer will honor claims under this warranty only if all of the following conditions are satisfied:
At all times between purchase and installation the flooring must be properly stored according to installation instructions. Interior Residential Construction Only.
The flooring must be installed according to the recommended installation instructions and relative humidity in the area of use must be within a normal range of 35% - 60%.
This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
A description of the problem and/or a photograph/sample that clearly shows the warranty problem must be presented to CFS Corporation along with 2 unopened boxes.
The covered person must provide valid proof of purchase in the form of a sales receipt or invoice. This must show the date of purchase, original purchase price, and that he/she is the original purchaser.
CFS Corporation must receive written notice within 30 days after discovery of any claimed defect of failure covered under this warranty within the time period applicable to the limited warranty.
CFS Corporation reserves the right to have a CFS Corporation designated representative or Certified Independent Inspection Service inspect and take samples of the hardwood floor for analysis.
CFS Corporation must be given 60 days following notice to inspect the product to confirm any failure.
Inspections of the hardwood floors must be performed in accordance with industry standards from a standing position with normal lighting and no glare.

Written notice and all photographs, samples, and other documentation should be sent to:

CFS Corporation
Claims Division
3371 Martin Farm Rd.
Suwanee, GA 30024
Fax 770-614-5833

Warranty Exclusions

This limited warranty shall not apply to damage to the Hardwood floor or to the finish arising from the specifically excluding any of the following:

Hardwood flooring is a product of nature and the natural variations in graining and color contribute to its unique beauty. Wood characteristics such as mineral streaks, small knots, grain variations, etc. are not considered flaws and are normal and natural characteristics and should not be considered as defects. No two pieces of wood are the same and color or other variations in grain and character will occur. Manufacturer does not guarantee against natural variations, or the normal differences between color samples or photographs and colors of installed floors.
Squeaking and Cracking of the Hardwood by any cause other than related to manufacturing is not considered a defect. The installer has final responsibility prior to installation as to determining installation methods and approval of site conditions, proper hardwood color, and quality. Visible or glaring defects must be carefully culled or cut out prior to installation. Installation of material with visible defects voids all warranties including warranties for material and labor.
Expansion and contraction of the Hardwood due to seasonal changes in climate shall not be considered defects.
Natural Color changes due to full or partial exposure to sunlight and weather. All Hardwoods including but not limited to Maple, Merbau, Pine, American Cherry and Brazilian Cherry may darken due to light exposure over time. This is a natural occurrence and is not covered by this warranty.
Indentation, scratches or damage caused by negligence, water moistures and saturation, insects, animals, and high heeled or spiked shoes, or failure to use floor protectors or pads under rolling chairs or other furniture.
Failure to follow the manufacturer's written installation instructions including protecting the floor from sub floor moisture.
Excessive or inadequate humidity in the area. Relative humidity in the area of use must be within a normal range of 35% - 60%.
Stains as a result of chemical or industrial products of standing liquid for a prolonged period of time.
This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
Insufficient or improper Protection, Care or Maintenance, or failure to use Manufacturer approved installation and maintenance products.
Misuse or abuse.
Improper alterations of original manufactured product. Alteration or repairs to the manufacturer's original product will void any and all warranties. This includes sanding, top coating, recoating or attempted re-finishing of the factory-applied finish.
Gloss Reduction is not considered surface wear.
Freight costs or expenses.
Failure due to structural changes in the sub floor, settling of the building or uneven sub floor that has not been adequately leveled.
Accidents, abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.
Floor must not be exposed to extreme heat, dryness, moisture, water saturation, including wet mopping, and other sources of extreme moisture or extreme changes in moisture. Temperature changes for Radiant heated subfloors must not exceed more than 5 % per day and must never exceed 85 degrees Fahrenheit.
Floor must not be exposed to extreme heat, dryness, moisture, water saturation, including wet mopping, and other sources of extreme moisture or extreme changes in moisture. Temperature changes for Radiant heated subfloors must not exceed more than 5 % per day and must never exceed 85 degrees Fahrenheit.
Any damage that occurs during shipping is the responsibility of the shipping company.
This warranty covers the repair or replacement of affected materials only. It does not cover any labor/installation costs.
If flooring product for which this claim is being made is no longer available, CFS will replace affected flooring material with product of equal value, or may elect to refund the original purchase price of the defective product at our discretion, in accordance with our remedy options previously listed.
This warranty is limited to a one time repair or replacement of defective material and shall be the buyer's exclusive remedy unless other remedy is offered at the discretion of CFS.
No other warranties, express or implied, are made and under no circumstances shall CFS be liable for ant loss or damage arising from the purchase, use or inability to use this product or any special, indirect, incidental or consequential damages.

Warranty Disclaimers

The foregoing is in lieu of all other express or implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.
The manufacturer does not grant to any person or entity the authority to create for it any obligation or liability in connection with the engineered flooring. None of the manufacturer's, retailers, distributors, employees or other representatives has the authority to alter the obligations, limitations, disclaimers or exclusions under these warranties.
Manufacturer shall not be liable for loss of use or any other incidental, special, sequential costs, expenses, or other similar damages incurred by the original purchaser.
Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the purchaser. This warranty gives you specific rights, and you may also have other rights, which may vary from state to state.