

Jasper Engineered Hardwood Flooring Warranty

Product

Thank you for your interest in Jasper Engineered Hardwood Flooring. Please read the following warranty information & installation instructions prior to installation. The installation instructions must be followed to ensure you do not void your warranty.

25-year Limited Residential Warranty

Jasper provides a 25-year limited residential finish warranty & lifetime structural warranty. However, when you receive Jasper wood flooring products, please thoroughly inspect all flooring products in each carton before permanent installation. Jasper is not responsible for any labor or damages incurred by delivery delays, wrong product, incorrect installation or unacceptable jobsite conditions.

Hardwood Floors are natural product and therefore can vary in color, grain, and contain natural characteristics that will vary from plank to plank. Jasper does not warrant against the variations within the floor or variations between the samples and the installed floor. Color variations may increase over time with natural exposure to light and air - exotic woods tend to show this more.

Warranty on Product Structure

Prior to installation of any hardwood flooring product, the installer must determine that the jobsite environment and the jobsite subfloor meet or exceed all applicable standards for being structurally sound and environmentally acceptable as outlined in the Installation Instructions. The construction and subfloor must be clean, dry, flat and structurally sound. Jasper declines any responsibility for failure or deficiencies of the flooring resulting from or associated with subsurface or jobsite environmental conditions.

Jasper's engineered hardwood products should not have warping, cupping, buckling or bonding failure under the stated warranty. It would be at Jasper's discretion to repair, replace, refinish the floor, or issue a refund of the purchase price.

Please note that minor separations (gaps) between boards at different times during the year through on and off heating seasons are natural characteristics of real wood products, and are not covered under warranty.

Warranty on Product Finish

Under normal residential conditions and with proper maintenance, Jasper's UV cured Aluminum Oxide Polyurethane finish will not wear through, peel, flake or separate from the wood for 25 years. Gloss reduction over the years, however, is not considered as wear through and thus is not covered under warranty.

Warranty Exclusions:

- Warranties are applied to consumers who have originally installed Jasper's products inside the house as long as they own it, and are not transferable. **The original invoice is required.**
- Jasper cannot warrant natural wood characteristics such as mineral streaks, small knots, grain variations, etc.
- The **relative humidity guide lines of 35%-55% should be maintained year-round inside your house** or your flooring may be negatively affected and void your warranty.
- Damage caused from moisture problems or flooding is not covered by warranty. Examples of such causes might be burst pipes, leaky faucets, toilet overflowing, wet mopping, issues with dishwashers, icemakers, etc.
- Damage arising from accidents, abuse, spiked heels, grit, scratches, insect infestation, dents or stains caused by pets is not covered.
- The color of your wood flooring may change over time resulting from exposure to UV light & air (exotic woods may show this more than others). This is a natural occurrence and is not covered by warranty.
- "Buckling" or "Cupping" due to the lack of expansion space left around objects such as walls, stairs, etc. is not covered under the warranty.
- **The warranty does not apply if product is installed with incorrect adhesive. Urethane adhesive is required.** Bostik's / BST & BEST, DriTac 7400 & 7600, or equivalent, are recommended.
- Wood floors installed on a subfloor with excessive moisture without the proper moisture barrier treatment is not covered under the warranty.