

WARRANTY EXCLUSIONS

- This 35 year structural / finish warranty applies on all pre-finished floors manufactured since August 1st, 2002.
- The Jasper warranty will not apply in case of indentations, scratches (eg. animal claws), or damage caused by erosion or spiked heels
- Jasper will not accept any claim resulting from non-compliance with the recommendations listed on this website. Jasper may therefore not be held responsible for damage resulting from improper instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and non-maintenance of the proper humidity conditions.
- Jasper disclaims any responsibility when its products are installed in a basement, or on a concrete floor.
- Product classification as rustic (Grade C) are not covered by this warranty. They are sold "as is".
- Jasper cannot warranty fading due to sunlight. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault.

Since hardwood is a natural product, your hardwood floor will continue to shrink and expand depending on seasons and humidity / heating conditions. Even if your hardwood floor is well installed, the strips can shrink a little depending on the time of year. Those little spaces between the strips are normal and are not covered by this warranty.

Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g. unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips of your floor. Boards with cracks and/or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply. Once floorboards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various external factors out of the manufacturer's control.

For your warranty to be valid, you must have a copy of the original receipt and be the original owner of the floor.

STRUCTURAL WARRANTY

Grading and Milling

If you have doubts concerning the quality of the merchandise, call BuildDirect BEFORE installing your floor within 30 days following the purchase. If a defect is only noticeable once a floorboard is installed, please stop the installation as soon as the defect becomes apparent and contact BuildDirect to have the defective materials replaced. Jasper will replace the defective wood that does not meet industry standards as long as the wood has not been installed.

FINISH WARRANTY

Send a claim notice to Jasper within 35 years following the purchase with a copy of the original receipt. Jasper reserves a period of 30 days, once a claim is received to inspect the product. During this period, any attempt to repair, replace or refinish will void this warranty. Jasper is not responsible for any indirect costs (labor, shipping, etc.), arising from a claim.