



ENGINEERED MULTI-LAYER WARRANTY

The manufacturer shall have the sole authority to select replacement flooring products. The manufacturer shall not be responsible for any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products. The term "refund of the purchase price" shall mean the amount that the purchaser paid for the defective planks (as either established by the purchaser's original invoice or by the distributor using its standard pricing tables in lieu of an original invoice) prorated over the remaining life of the term of applicable limited warranty. The manufacturer makes no warranty other than the warranties described in this document and assumes no responsibility beyond providing replacement flooring or refund of the purchase price sufficient to satisfy the warranty claim.

WARRANTY EXCLUSIONS

Wood is a natural product containing natural variations in color, tone, and graining. The manufacturer does not warrant against natural variations in color, mineral streaks, small knots, and grain variations from plank to plank. Nor does the manufacturer warrant against natural variations, color, gloss level, or UV discoloration between samples/ models and installed flooring. Any sample or model is for demonstrative purposes only, and such sample or model does not create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed.

The warranties for these flooring products shall be void under the following circumstances:

IMPROPER INSTALLATION

Installation must be in accordance with the current manufacturer's installation instructions included in the cartons of material or the warranty is voided. In addition the manufacturer is not responsible for material installed with visible defects. Damage caused by improper storage, handling, or installation methods invalidates these warranties.

IMPROPER MAINTENANCE

Failure to maintain the flooring products in accordance with a commercial floor care system approved by the manufacturer will void the warranty. Damage to the flooring such as dents, scratches, or dulling of the finish (loss of gloss) are NOT covered. Wet or damp-mopping the floor with water or other substances will also invalidate these limited warranties. In addition, the following are NOT covered under these limited warranties: use of hardwood cleaning machines, auto-scrubbers; use of non-recommended maintenance and floor-care products including but not limited to oil soaps, liquid or paste wax products, or other commercial cleaners that contain acrylic; neglect or abuse including but not limited to taking proper precaution to protect furniture legs and feet with protective pads to reduce scratches and dents; not using dollies and protective plywood when moving heavy objects, furniture, or appliances.

Improper Environment

The manufacturer's floors are not warranted against damage caused by manmade or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation or standing water during or after construction or normal wearing of the finish in high traffic areas, pivot points and seating areas; or other extraordinary circumstances such as extreme low humidity (below 35% for an extended period of time). In extreme low humidity conditions (below 35%), planks may shrink and or exhibit surface checking even after the humidity returns to a normal level. The sun and its UV rays cause the aging of wood and therefore can cause the stain and/or wood to fade and/or change color; therefore, fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties.



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WARRANTY DISCLAIMERS

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