



## WARRANTY GUIDE

|                             | LIMITED RESIDENTIAL - FINISH, STRUCTURAL |          | LIGHT COMMERCIAL - FINISH, STRUCTURAL |         |
|-----------------------------|--|----------|---------------------------------------|---------|
|                             | 25 Year                                  | Lifetime | 5 Year                                | 10 Year |
| <b>Solid Hardwood</b>       |  |          |                                       |         |
| Urethane, UV Cured Finish   | x  |          | x                                     |         |
| Natural Oil Finish          | x  |          | x                                     |         |
|                             |  |          |                                       |         |
| <b>Engineered Hardwood</b>  |  |          |                                       |         |
| Urethane, UV Cured Finish   | x  |          | x                                     |         |
| Natural Oil Finish          | x  |          | x                                     |         |
|                             |  |          |                                       |         |
| <b>Vinyl Plank Flooring</b> |  |          |                                       |         |
| 20mil Wear Layer            |  | x        |                                       | x       |
| 12mil Wear Layer            |  | x        | x                                     |         |
|                             |  |          |                                       |         |
| <b>Laminate Flooring</b>    |  |          |                                       |         |
| 20mil Wear Layer            |  | x        |                                       | x       |
| 12mil Wear Layer            |  | x        | x                                     |         |

### HARDWOOD (SOLID, ENGINEERED)

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| <b>LENGTH OF COVERAGE</b>              | <p><u>Urethane, UV Cured Oil Finish</u><br/>25 Year Residential (Finish, Structural)<br/>5 Year Light Commercial (Finish, Structural)</p> <p><u>Natural Oil Finish</u><br/>25 Year Residential (Finish, Structural)<br/>5 Year Light Commercial (Finish, Structural)</p>   |
| <b>TERMS OF WARRANTY</b>               | <p>The flooring will be free of manufacturing defects when purchased and received in its original packaging, including defects caused by improper milling, grading, staining, and coating. The flooring will maintain its structure and should not have warping, cupping, buckling, or bonding failure under normal traffic and usage conditions. The surface finish of the flooring will not wear through or separate as a result of a manufacturing defect.</p> <p>Natural wood characteristics such as mineral streaks, small notes, grain variation, and shade variation are to be expected. Due to the nature of hardwood and unique finish processes, tone and texture may vary between lots, of which may not be used as reasoning for a warranty claim.</p>  |
| <b>INSTALLER AND OWNER OBLIGATIONS</b> | <p>The flooring must be installed in accordance with the installation guidelines provided and cleaned, maintained and cared for in accordance with the cleaning and care instructions provided. It is the responsibility of the installer to adhere to manufacturer installation guidelines and the responsibility of the owner to adhere to the manufacturer care and maintenance instructions.</p> <p>Manufacturer warrants its flooring from any visual defects. It is the responsibility of the installer to inspect each piece before installation. Any piece that appears to have a visual defect should not be installed and should be reported before installation. The manufacturer accepts no responsibility for liabilities, claims, or expenses, including labor costs, where visual defects have been installed.</p> <p>For any hardwood products, installer must determine that the jobsite environment or jobsite subfloor meets all applicable standards for being structurally sound and environmentally acceptable as outlined in the installation instructions. Use of improper adhesive, tools, and accessories will void this warranty.</p> |

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| <b>EXCLUSIONS</b> | <ol style="list-style-type: none"> <li>1. Color variation due to natural aging and oxidation, exposure to UV light or sunlight, and placement of area rugs</li> <li>2. Deficiencies due to failure to maintain normal household conditions, temperature of 60° to 80°F and humidity range of 35%-55% year round; Unapproved radiant heating systems underneath the flooring; Lack of subfloor or jobsite preparation prior to installation; Insect infestation; Improper storage conditions</li> <li>3. Minor separations between boards that may occur during the year through seasonal and temperature changes</li> <li>4. Finish damage due to use of any adhesive tape during time of installation or after, as polymers in pressure sensitive adhesives can bond with and cause harm to the finish of the floor; Use of unauthorized cleaning products and solvents, and cleaning appliances such as steam or wet mops</li> <li>5. Damage by spiked or heeled footwear and unprotected furniture; checks and splits caused by improper environmental conditions, scratches, and indentations</li> <li>6. Re-finishing of any kind will void the warranty.</li> </ol> |
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**VINYL PLANK (SPC, WPC, LVT)**

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| <b>LENGTH OF COVERAGE</b>              | <p><u>20mil Wear Layer</u><br/>Lifetime Limited Residential (Finish, Structural)<br/>10 Year Light Commercial (Finish, Structural)</p>  |
| <b>LENGTH OF COVERAGE</b>              | <p><u>12mil Wear Layer</u><br/>Lifetime Limited Residential (Finish, Structural)<br/>5 Year Light Commercial (Finish, Structural)</p>   |
| <b>TERMS OF COVERAGE</b>               | <p>The flooring will be free of manufacturing defects when purchased and received in its original packaging. When installed and maintained according to respective guidelines, the flooring will not wear through, fade from normal sunlight or artificial lighting. The flooring is 100% waterproof and will not will not swell, delaminate, or peak at seams due to exposure to moisture and spills. In normal traffic and usage conditions, flooring joints will remain secure.</p>  |
| <b>INSTALLER AND OWNER OBLIGATIONS</b> | <p>The flooring must be installed and cared for in accordance with the installation and maintenance guidelines provided. It is the responsibility of the installer to adhere to manufacturer's installation guidelines and the responsibility of the owner to adhere to the manufacturer's care and maintenance instructions.</p> <p>Manufacturer warrants its flooring from any visual defects. It is the responsibility of the installer to inspect each piece before installation. Any piece that appears to have a visual defect should not be installed and should be reported prior to installation. The manufacturer accepts no responsibility for liabilities, claims, or expenses, including labor costs, where visual defects have been installed.</p> <p>A moisture test must be performed to determine if excessive moisture exists in the subfloor. Although the flooring is 100% waterproof, it is not a suitable moisture barrier. The manufacturer is not liable for the performance of the subfloor.</p> |
| <b>EXCLUSIONS</b>                      | <ol style="list-style-type: none"> <li>1. Deficiencies due to improper environmental conditions, plumbing accidents, and leaking appliances</li> <li>2. Damage due to spiked or heeled footwear, unprotected furniture, and use of unauthorized cleaning products</li> <li>3. Damage during shipment (freight claims may be processed via the respective carrier), during installation (chipping at edges of planks, click lock damage, etc), during move-in and/or other trade activities</li> <li>4. Damage as a result of subfloor issues underneath the flooring due to water, moisture, mildew, and hydrostatic pressure</li> <li>5. Deficiencies due to use of unapproved adhesive and accessories, such as use of additional underlayment for products with pre-attached underlayment. Use of such may result in lack of stability and subsequent product failure.</li> </ol>  |

## LAMINATE

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| <b>LENGTH OF COVERAGE</b>              | <u>20mil Wear Layer</u><br>Lifetime Limited Residential (Finish, Structural)<br>10 Year Light Commercial (Finish, Structural)   |
|  | <u>12mil Wear Layer</u><br>Lifetime Limited Residential (Finish, Structural)<br>5 Year Light Commercial (Finish, Structural)  |
| <b>TERMS OF COVERAGE</b>               | The flooring will be free of manufacturing defects when purchased and received in its original packaging. When installed and maintained according to respective guidelines, the flooring will not wear through or fade from normal sunlight or artificial lighting. The flooring will not swell, delaminate, or peak at seams due to topical spills of normal household substances that are wiped up accordingly and allowed to dry completely. In normal traffic and usage conditions, flooring joints will remain secure.   |
| <b>INSTALLER AND OWNER OBLIGATIONS</b> | The flooring must be installed and cared for in accordance with the installation and maintenance guidelines provided. It is the responsibility of the installer to adhere to manufacturer's installation guidelines and the responsibility of the owner to adhere to the manufacturer's care and maintenance instructions.<br><br>Manufacturer warrants its flooring from any visual defects. It is the responsibility of the installer to inspect each piece before installation. Any piece that appears to have a visual defect should not be installed and should be reported prior to installation. The manufacturer accepts no responsibility for liabilities, claims, or expenses, including labor costs, where visual defects have been installed. |
| <b>EXCLUSIONS</b>                      | <ol style="list-style-type: none"> <li>1. Deficiencies due to improper environmental conditions, plumbing accidents, and leaking appliances</li> <li>2. Damage due to spiked or heeled footwear, unprotected furniture, and use of unauthorized cleaning products</li> <li>3. Damage during shipment (freight claims may be processed via the respective carrier), during installation (chipping at edges of planks, click lock damage, etc), during move-in and/or other trade activities</li> <li>4. Damage as a result of subfloor issues underneath the flooring due to water, moisture, mildew, and hydrostatic pressure</li> <li>5. Deficiencies due to use of unapproved adhesive and accessories</li> </ol>                                       |

All warranties under this warranty guide apply only to the original purchaser and the original installation site, are non-transferrable and with respect to the residential warranty, apply only to a resident homeowner. To file a warranty claim, please notify the manufacturer upon discovery of any defect. A representative will inspect or test the product for manufacturing defects. Gloss reduction does not constitute "wear" and scratches are considered normal wear and tear. If the product is found to be defective and meets the above conditions, the manufacturer will repair, replace, or refund the cost of the originally purchased product.