

The warranty will be voided if the home does not have a humidifier or dehumidifier. If you have one please show proof you are using it.

This warranty will not cover the percentage of short or long lengths if the floor specification is random length.

This warranty does not cover the grading of the floor. All floors are manufactured to their specifications.

This warranty does not cover any moisture or liquids that will damage the plank finish or structure. Only use the cleaning product recommended by the manufacturer.

This warranty does not cover if the floor is improperly maintained or damp mop. It will damage the finish and wood planks.

This warranty does not cover if the wood plank or finish is damaged from using the wrong vacuum brush. Only use a soft brush, please consult with the manufacturer.

This warranty does not cover apply to extreme conditions. The humidity level in the home must be in the 40%-55% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.

This warranty does not cover damage caused by moisture penetration through the sub-floor, flooding, leaking, plumbing, overflowing sinks or similar water damage.

This warranty does not cover any insect infestation after the product as left the factory.

This warranty does not cover normal exposure to sunlight will bring changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

This warranty does not cover scratches, dents from drag or moving furniture or heavy items on the Floor.

This warranty does not cover any damages from castor wheels, wheel chairs, rubber wheels or any damages from any moving objects. Protect your floors.

This warranty does not cover to any product or products designated as seconds, rustic, cabin, closeouts, off-goods or non-standard items. Any product(s) so designated is sold "As Is."

This warranty does not cover the Flooring once the Flooring has been glued/stapled/nail. It is the responsibility of the Installer and/or the Owner to inspect each board prior to installation and if there is any defect noticed after installation the Installer and/or the Owner will be responsible for any cost and the Manufacturer will not accept responsibility. The Manufacturer recommends racking out the Floor prior to installation and if the Installer and/or the Owner do not like the Flooring, DO NOT install the Floor. Once the flooring has been installed (glue/staple/nail/floating) the Installer and/or the Owner has accepted the flooring even if the owner is not present. The Manufacturer will not accept responsibility for costs of the product, for shipping and handling for any replacement Flooring, along with any and all other costs related to the replacing the flooring (e.g., labor to remove Flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, restitution, income lost, etc.).

This warranty does not cover damage resulting from the failure to follow manufacturer's installation and maintenance instructions, including but not limited to the failure to use approved adhesives, moisture barriers, and failure to follow the Manufacturer's flooring product maintenance instructions. The Manufacturer recommend that you use only the Manufacturer's approved maintenance products to clean and maintain your Flooring. Homeowner/End User would need to prove proper maintenance was followed Use of cleaning or maintenance products other than those specially formulated for the Flooring, or improper use or application of any cleaning or maintenance product, may cause damage to the Flooring and may void this limited warranty. This warranty does not cover any restitution to the Distributer /Retailer /Installer /Contractor /Owner.

This warranty is not transferable and only applies to the original buyer.

This warranty does not cover missing stain in the grain of the wood or dirt because this means you are not maintaining the floor properly and the finish will wear out. If the graining of the wood turns black you are wet mopping a dirty/dusty floor.

WHAT THE MANUFACTURER WILL PROVIDE

The Manufacturer will, at its option, either repair and/or replace the Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. Homeowner/Installer are responsible to pay for shipping and handling for any replacement Flooring, along with any and all other costs related to the defective Flooring (e.g., labor to remove Flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc.). Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of color, tone, pattern or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.

YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

GOVERNING LAW, FORUM AND VENUE

This warranty shall be interpreted in accordance with the laws of the State of New York, without regard to any choice of law provisions which might otherwise apply in New York or elsewhere. The Manufacturer and customer agree that the Superior Court of New York shall have exclusive jurisdiction to adjudicate any claim or controversy arising out of or relating to this warranty or the Manufacturer. You acknowledge and agree that all actions or proceedings arising in connection with this warranty shall be tried and litigated exclusively in the County of New York, State of New York. If any provision of this warranty is found to be unenforceable, the remaining provisions will remain in full force and effect.

Manufacturer Installation Guidelines are intended to offer general guidance as it relates to the Manufacturer and are NOT a replacement for a professional, certified installer. All Flooring MUST be installed according to the National Wood Flooring

Association's (NWFA) installation guidelines in order for the Manufacturer Warranty to be valid. The most current publication of the NWFA guidelines is available to all NWFA members, and can be found at www.nwfa.org.

Due to the natural materials and unique finishing processes, wood products may experience tonal and color variation between planks depending on time in or out of the box and conditions such as weather, temperature, location, moisture levels or proper maintenance and installation. To avoid dramatic variation mainly caused by aging, it is recommended installation be completed from the same lot.

This warranty is required to be shared with the Distributer/Dealer/Contractor/Installer/Homeowner prior to installing the flooring.