General Warranty Information

The following limited warranties do not fully apply to Oil Finish products or other product lines covered by their own warranty, such as Luxury Vinyl Plank, Riverside Engineered Vinyl, and Riverstone Stone Core Vinyl.

- **Limited Lifetime structural warranty**
- **Lifetime finish wear-through limited residential warranty, 5-year finish wear-through limited light commercial warranty.**

This warranty is only given to the original retail purchaser and is not transferable to other parties. It covers only approved product applications as recommended.

All pre-installation guidelines, installation procedures, floor care, and maintenance must be in accordance with our instructions and the guidelines established by the National Wood Flooring Association (NWFA).

Manufacturer Inspection Rights and Claims

We shall be allowed a reasonable time to inspect any hardwood flooring product claimed to be defective.

General Terms and Conditions

- The manufacturer's liability under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with repairing or replacing a damaged flooring product are not our responsibility.
- New or replacement hardwood flooring required to settle a claim is not guaranteed to match the existing hardwood flooring or retailer display samples.
- The manufacturer is not responsible for matching the hardwood flooring to other wood products, such as cabinets, stair railings, trim, and moldings.
- **NO OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE MADE, INCLUDING MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.**
- Under no circumstances shall we be liable for loss or damage associated with special, indirect, incidental, or consequential damages.
- No installer, retailer, agent, or employee of our company has the authority to increase or alter the obligations or limitations of this warranty.

This warranty shall be governed by, construed, and enforced by the laws of the State of Florida. Buyer or any derivative claimant hereby irrevocably submits to the jurisdiction of any Florida or Federal Court sitting in Alachua County, Florida, over any action or proceeding arising out of or relating to this Warranty or the Products purchased hereunder and agrees that all claims in respect of such action or proceeding shall be heard and determined exclusively in such court.

Replacement/Repairs

We reserve the right to repair any floors and/or use our own source to obtain an installer for replacement flooring. You are responsible for clearing any items placed over the affected areas subsequent to the original installation. If there is a concern that is covered within the warranty and does not exceed 5% of the installed floor, we will repair or replace the affected planks only. In the event that we repair a floor, this warranty shall remain effective on this floor.

Conditions

This limited warranty is made subject to the following conditions:

- The flooring must only be used indoors in residential areas.
- The surface wear must not have occurred as a result of incorrect maintenance or accidents such as damage caused by scratching, impact, and cutting.
- The surface wear must be readily visible (approximately 10% of the installed floor). Gloss reduction is not considered surface wear.
- We warrant that our products are free from manufacturing defects in lamination, milling, and assembly for as long as you own it.
- We also warrant that its products will not buckle, cup, or warp when properly installed and normal humidity in the home (40%-60%) is maintained according to our recommended procedures.
- Wood is a natural product; variations in its grain pattern, color, and/or texture are normal and are not considered defects, and no warranty shall apply to those. The warranty will not apply to the natural color changes which occur in wood over time.
- As a product of nature, hardwood flooring will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience a slight separation between boards at different times during the year. If such normal expansion and contraction occur, it is not covered by this manufacturer's warranty.

Warranty Exclusions

*This warranty **DOES NOT** cover the following:*

- Failure to perform required pre-installation job site testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements and NWFA guidelines.
- Failure to remove excess flooring adhesive and/or tongue and groove glue during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain a consistent indoor temperature of 65°- 85° F and relative humidity levels of 35%-60% at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals, and industrial or cleaning products not for use with hardwood flooring.
- Damages due to the excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to* rainfall, hurricanes, tornadoes, flooding, and/or other natural disasters.
- Damages due to an earthquake or other shifting of the ground.
- Damages due to insect infestation after the product has left the manufacturer.
- Damages due to improper flooring finish work, *including but not limited to* oil or stain application, sanding, or refinishing after hardwood installation.
- Damages due to the use of adhesive or tape on the flooring surface.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol, or other cleaning products not suitable for hardwood floors.
- Damages due to wet mopping, steam/steam cleaners, or power scrubbing machines.
- Damages due to body lotion or cosmetics coming in contact with the flooring surface.
- Scratches or stains caused by domestic pets or other animals.
- Alterations of the original manufactured product. These include alterations to the finish or not- factory-applied finishes, including but not limited to refinishing or recoating.
- Mechanically fastened products against squeaking or popping sounds.
- Floor color changes due to direct and indirect sunlight or other UV light exposure.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and /or implied warranties. We assume no liability for incidental or consequential damages. This warranty gives you specific legal rights; you may also have other rights that vary from state to state. The sole remedy provided herein is the repair or replacement of the defective products.

Preventive Care

- Use rugs inside and outside entrances to prevent sand and abrasives from being tracked onto the floor. Use soft woven rugs. Clean or replace rugs as needed.
- Apply felt pads on all furniture legs to ease movement and prevent scratches. When moving furniture or appliances, use caution to avoid scratching, indentations, or gouging.
- Use large soft polyurethane or rubber casters versus narrow, rigid plastic ones.
- Maintain a relative humidity level between 35%-60% for your good health, your wood floor, and furnishings. In high humidity, using air conditioners or dehumidifiers will control the environment. During dry periods, use a humidifier to control shrinkage.
- Stiletto high-heels and spiked sports shoes are not recommended on any wood flooring.

Maintenance

- Wipe up spills quickly to protect the wood from excess liquid.
- Sweep or vacuum your floor regularly to prevent dirt, dust, and abrasives that can scratch or dull its finish.
- **NOTE:** Vacuum only with a hard floor attachment. A revolving beater brush can hold grit, which can damage the finish.
- We recommend Bona cleaning products, which are widely regarded as the best cleaning solution for urethane finish flooring.
- NO WAXES, POLISHES, OIL-BASED DETERGENTS, OR ABRASIVE CLEANERS SUCH AS STEEL WOOL CLEANERS.
- Spray a light mist onto the floor—mop the floor in a back-and-forth motion in the same direction as strips for best results.
- Never pour water or liquid cleaner directly onto the floor surface.
- Do not use steam cleaners or a wet mop to clean wood floors.

Floor Care Tips

- Larger pets should have their claws trimmed to avoid scratching floors.
- For more difficult stains, dampen a cloth with mineral spirits and clean the mess.
- Use matching wood filler available at your local hardware store for minor dents or scratches.
- For large scratches or damage, consult a professional.
- Changes in wood color over time are due to wood aging's natural process and not the finish's yellowing.
- Direct sunlight will increase this phenomenon. UV protective film applied on windows can help to slow the process in addition to your energy savings.